Remedy

REMEDY PARTNER DIRECTORY 1999















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Introduction

About the Directory

Welcome to the Remedy Partner Directory. This Directory features the entire community of Remedy partners - Value Added Resellers (VAR), System Integrators (SI), Independent Software Vendors (ISV), Product Partners and Strategic Alliance Partners.

The worldwide recognition that Remedy enjoys as the leading provider of adaptable enterprise applications continues to grow. This is reflected in the growth of our Partner Program. Since its inception, Remedy has focused on a channel-driven sales model. Currently, our partners generate more than 40% of our annual sales revenue. This model has been prosperous in the past and will contribute to our continued success in the future.

Remedy's success has been earned in the past through close relationships and cooperation with our partners. Over the years, we have evolved and refined our partner profile and program along with our market focus. The new generation of partners profiled in this Directory will help us expand our reseller and consulting capabilities to match our new market opportunities.

In this Directory, you will find a profile of each Remedy partner, including company and contact information. Details of each partner's relationship with Remedy, business expertise, strategic positioning, industry knowledge and selected customer projects are also included for your reference.

Remedy Partners

The Remedy Partner types are defined below. In addition to the traditional role of reselling Remedy products, our family of partners also helps us to achieve a greater number of integrations and implementations, through complementary products and solutions.

Value Added Resellers (VAR) and System Integrators (SI) extend our sales reach by reselling Remedy products as well as providing consulting services. Many focus on particular types of solutions, vertical markets or geographical regions, and have significant experience working with Remedy Product Partners and Independent Software Vendors and their products. Some also deliver training and front-line technical support throughout the world.

Independent Software Vendors (ISV) build applications that address a particular business need or target a specific vertical market. The AR System™ is the foundation for these solutions. ISV applications will often integrate with the products produced by our Product Partners. Like the AR System™, ISV solutions are highly adaptable and scalable.

Product Partners develop a product, tool, or application that is of value in conjunction with an AR System implementation and can be integrated with a Remedy product. Product Partners support integrations between Remedy products and their own business process products, and provide documented Integration Notes. These product integrations have been successfully deployed at one or more customer sites and the partner is committed to provide support for the integration.



Value Added Resellers (VAR)



Ale

VAR

Remedy Partner since:

1997

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Company Background

AIE was founded in 1984. Today they focus on four key activities: cabling - Connex SA, computer integration - ATI SA, planning department - Air et Techniques Informatique SA, and software solutions - Assistance Informatique Expert SA.

The software solutions division - consulting and Remedy solution - was transferred in mid 1998 Air et Techniques Informatique to the new company, Assistance Informatique Expert (AIE). AIE specializes in workflow solution (consultancy, development, exploitation) and is one of the oldest leaders in this market in France.

In 1998, their total revenue was \$22,000,000 (US).

Remedy Activities

Relationship with Remedy

AIE (via AIR et TECHNIQUES Informatiques) entered into a partnership with Remedy in 1997. Today, the company is a Value Added Reseller of all Remedy applications.

Employees

AIE has a staff of 15 based in MAISONS ALFORT. In 1999, the staff will grow to 20-25. Additional staff will be exclusively dedicated to Remedy activity.

AIE's Consulting Skills

Remedy Approved Consultants	3
First Line Support Staff	1
Training Staff	3
Education Staff	3
Project Manager	3
Other 1	0

AIE Consulting is mainly involved in the following types of projects:

- Enterprise projects: Large international and national projects where AR System is being used to drive major changes through an organization (consolidated service desk).
- Department projects: National and regional solutions (generally help desk and asset management solutions) where clients require fast implementation.
- AIE's approach is to partner with its clients'project teams. AIE has developed its own AR System applications to provide plug and play solutions.

AIE Company's Business Expertise

Through operational and recognized experience, AIE seeks to increase the level of their clients by means of improved quality of service and productivity.

They analyze operations in order to understand their Latin customer's specific business processes, expectations and environment (technical, human resources, and process).

They integrate a customized solution in their clients' systems, implemented with a project management approach that provides more than a simple utility.

Within their process they transfer their experience to capitalize on information and optimize resources with respect to their clients' objectives of progress and quality.

In addition to the Remedy products, AIE has developed its own applications to fit the specific needs of their Latin market. It is this expert customization that allows their clients to put their systems into production so quickly.

Strategic Positioning

Special Strengths

AIE considers that the following points differentiate them in the Remedy market:

- Expertise in the help desk and asset management market since 1994, integrating to the Latin market's specifications
- Extensive resources throughout France and consistant increase in their staff
- Large partnership and integration with major

international and national help desk and asset management markets

- A wide range of pre-customized applications which allow for very fast implementation and satisfaction for their clients
- Comprehensive methodology for AR System projects; working with Remedy since 1997

Industry Knowledge and References

AIE has specific focus in the following vertical markets:

- Manufacturing
- Professional, Scientific and Technical Services
- Finance and Insurance
- Utilities

Exhibit 1 shows AIEs Remedy revenues by vertical markets.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Finance and Insurance	Banking	20%	10%
Manufacturing	Industry	40%	50%
Professional, Scientific and Technical Services	Services	20%	25%
Utilities	Energy	20%	15%

Source: AIE

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Renault	Industry	Several AR Systems are running in this organization - worldwide application support for its branches, headquarter IT help desk and asset management
Hays	Services	Logistical platform & warehouse
Credit Agricole	Banking	Office & housing stock
ELF	Energy	

Source: AIE

Allegiant Technology

UAR

Remedy Partner since: 1998

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Company Background

The executive team at Allegiant Technology has been providing Remedy solutions since 1994. Their focus is a technical, consultative sales approach. They integrate best of breed technologies for a complete help desk solution, tied together with expert engineering.

Remedy Activities

Relationship with Remedy

Allegiant Technology joined the Remedy Partner Program as a Value Added Reseller in 1999.

Allegiant Technology's Service Skills

Remedy Approved Consultants...... 1

Allegiant Technology's Business Expertise

Allegiant Technology's mission is to rapidly develop high quality Remedy Action Request System based applications and services. The Remedy AR System is the most dynamic and flexible product on the market for Help Desk, Customer Support, and Employee Services. At Allegiant Technology they take full advantage of the inherent functionality and flexibility within the AR System and deliver an application more quickly and therefore less expensively than any conceivable alternative.

Allegiants expertise is associated with a complete understanding of their client's business objectives and a skillful implementation of technology to achieve those objectives.

Allegiant imports or integrates from their clients'existing environment, and can attach best of breed "third party products" like Knowlix and Telamon to create a complete solution.

Strategic Positioning

Allegiant Technology considers that the following points differentiate them in the Remedy market:

Product Integration Services – Allegiant provides acomplete Remedy project assistance from consultative sales assistance, requirements definition, development, implementation, and on-site go live assistance.

IT Help Desk rapid Deployment - Alligiantprovides complete and guaranteed help desk integration with only 10 days on-site assistance and five days training, using Remedy's Help Desk 4.0 for the Action Request System.

Remedy AR System Application Process
Engineering and Best Practices Consulting – When
projects require a more customized approach, Allegiant
provides complete process engineering and
requirements analysis consulting.

Special Strengths

Allegiant Technology is focused on small and medium sized organizations, with the ability to implement out of the box, or highly customized solutions.

Industry Knowledge and References

Allegiant Technology has specific focus in the following vertical markets:

- Educational Services
- Retail Trade
- Telecommunications
- Professional, Scientific and Technical Services

Alpha Technologies, Inc.

VAR

Remedy Partner since:

1998

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Company Background

Alpha Technologies, Inc. is a 9-year-old, privately-held, minority-owned, IT management and consulting firm with over 180 employees. Our business model, culture, sales strategies, and career development paths seek to promote long-term relationships with clients. Experienced at serving a broad spectrum of companies, ranging from privately-owned businesses to Fortune 500 companies such as AT&T, Lucent, Siemens, NASDAQ, Panasonic, and Beneficial, Alpha Technologies is unsurpassed in the arena of technical business solutions.

A partner of industry leaders, such as Remedy, Microsoft, and Compaq, Alpha Technologies provides support, consultative, asset management, and education services. Alpha Technologies employs a wide range of technology professionals to provide these services. Members of our tiered support structure possess hardware and software certifications as well as intensive training in customer service. Team Leaders and Technology Consultants, many of whom are published in industry journals and speak at industry forums, are available to lead complex integration projects. Because Alpha Technologies has an employee turnover rate far below industry standard, we are able to consistently provide our clients with a high level of skill and expertise throughout the course of a given project.

Remedy Activities

Relationship with Remedy

Once Alpha Technologies had fully deployed the Remedy Help Desk application suite in our own Advance Call Center, productivity soared. We began to share our experience and knowledge with all of our help desk customers and to provide full life cycle Remedy AR System services and consulting.

From initial requirements analysis and design to deployment and advanced feature and functionality integration, Alpha is your single source provider.

In addition to consultative services, as a Remedy Authorized Education Center, Alpha Technologies provides User and Administrator training along with training on Advanced Topics.

Employees

Rlpha Technologies' Service Skills

Remedy Approved Consultants 4 (in training)
First Line Support Staff55
Training Staff12
Application Development Staff 42
Domain/Enterprise Messaging40
Project Manager4
Other, Executive, Sales & Mktg30

Alpha Technologies Business Expertise

Alpha Technologies consistently delivers unsurpassed information technology services from the initial concept, analysis, and design, through implementation, training, and day-to-day support and management. We analyze your current situation and make recommendations on the best way to make improvements for today and into the future, on time and within budget.

Alpha's team of highly skilled and experienced consultants architect, design, and administer cost-effective, timely, and proven information technology solutions following Microsoft's Solution Framework methodology, ensuring a successful implementation. When a deployment begins end users and administrators are using a variety of customized media to meet your unique and diverse needs, all done in the "just-in-time" theory. Once the end users are utilizing the

new applications or tools at the desktop, our comprehensive support structure is deployed to ensure their questions and issues are resolved in a "fix, prevent, and assist" approach.

Strategic Positioning

Special Strengths

Alpha Technologies considers that the following points differentiate them in the Remedy market:

- We leverage our consulting/education strengths to meet our client's needs for design, implementation, support and structured knowledge transfer.
- Our success record with enterprise level applications and projects is built upon our structured project framework and the depth of multidiscipline resources on our staff.
- Education is core to our business an entire floor of our facility is dedicated to state of the art classrooms, reflective of the knowledge transfer ethic that is part of our corporate culture.
- Our background as a systems integration firm makes us very effective in a client heterogeneous environment.

Industry Knowledge and References

Alpha Technologies has specific focus in the following vertical markets:

- Public Administration
- Educational Services
- HealthCare and Social Assistance
- Manufacturing

Applicom

VAR

Remedy Partner since:

1996

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Company Background

Applicom is an Israeli public software group, with over 300 employees. Applicom specializes in enterprise applications, software development services, database and data warehouse technologies, and software technologies and products to leading Israeli and multinational corporations.

Applicom's Software Technologies & Products Division provides enterprises with system management solutions and professional systems consulting services. The division consists of systems professionals with extensive practical experience to help organizations develop, customize, and manage enterprise management solutions.

Consulting services include system architecture planning and product customization in areas such as deployment, availability, operations, and security, as well as Service Management which covers problem, change, asset, and configuration management. Applicom also provides comprehensive training in all of the above-mentioned disciplines.

The Division's goals are to enable customers to reduce the costs of operating the enterprise, and to deliver solutions that adapt easily to the ever-changing computing environment.

Remedy Activities

Relationship with Remedy

Applicom entered into a VAR partnership with Remedy in 1996. As of the end of 1998, Applicom had the only RAC certified engineer in the entire Middle East.

Employees

Applicom has over 300 professional computer employees.

Rpplicom's Service Skills

Remedy Approved Consultants 1
First Line Support Staff2
Training Staff1
Project Manager2
Application Engineers/Consultants4

Remedy consultants are trained either at Remedy certified training centers or internally by a RAC engineer. Each new consultant is given a new application in house to develop before they are placed out in the field.

Periodic internal update seminars are held to assure that each Remedy engineer is always up to date on the latest technology.

Rpplicom's Business Expertise

The group consists of systems professionals with extensive practical experience to help organizations develop, customize and manage enterprise management solutions. Consulting services include system architecture planning and product customization in areas such as deployment, availability, operations, and security as well as Service Management, covering problem / change / asset / configuration management. Applicom also provides comprehensive training in all of the above-mentioned disciplines.

Strategic Positioning

Special Strengths

Applicom considers that the following points differentiate them in the H/D, CSD market:

- Center of Excellence ShowCase outfitted for the local market
- Extensive resources with local knowledge base
- Comprehensive methodology for Remedy projects
- Focus on providing total skills transfer to client teams and designing high quality best in class' business processes

Industry Knowledge and References

Applicom has specific focus in the following vertical markets:

- Public Administration
- Computer and Electronic Product Manufacturing
- Professional, Scientific and Technical Services

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Public Administration	Government	20%	30%
Computer and Electronic Product Manufacturing	Software vendors	30%	30%
Professional, Scientific and Technical Services	Outsourcing services	20%	20%

Source: Applicom

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Social Security	Government	Remedy design, prototyping and implementation support for new help desk services. Provision of upgrade procedures and hands on support. Production system support.
International Software Vendor	Computer and Electronic Product Manufacturing	Implementation of International WEB based Customer Support system. Final system build, testing and data conversion.

Source: Applicom

ARCHE Groupe Siemens

UAR

Remedy Partner since:

1996

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Company Background

ARCHE Groupe Siemens is an autonomous company integrated in the Siemens group. This integration allows us to provide our international customers with worldwide support. ARCHE Groupe Siemens provides expertise in networking, IT management and security. Our staff is composed of 70% high level and experienced engineers.

Our offering combines products and strong value added services dedicated to the large and medium sized companies.

We have 700 active customers in a variety of industries such as telecom operators, industry, government organizations, finance, insurance, and transportation.

We concentrate on design engineering, engineering for systems and network management; consulting in systems, network management and help desk solutions; projects management, installation, training, and support including hot line and on site maintenance.

Remedy Activities

Relationship with Remedy

ARCHE Groupe Siemens entered into a partnership with Remedy in 1992. Today the company is a Value Added Reseller of all Remedy applications and a Remedy Education Partner.

Employees

ARCHE Groupe Siemens has 14 Remedy staff based in France.

AACHE Groupe Siemens' Consulting Skills

Remedy Approved Consultants1
Business Consultants6
Project Directors1
Project Managers2
Domain Consultants2
Application Consultants2

All new Remedy consultants are trained in Remedy official certification sessions. This dedicated training facility, accredited by Remedy, combines standard Remedy Academy training materials and ARCHE Groupe Siemens topics specific to Remedy application, domain and integration training. ARCHE Groupe Siemens has engineers accredited to train customers as well.

ARCHE Groupe Siemens only recruits experienced management consultants who are then taken through the Remedy training program. The company only uses full-time ARCHE Groupe Siemens employees for projects.

ARCHE Groupe Siemens'Remedy specialists are organized into a global Remedy consulting practice.

RRCHE Groupe Siemens' Services

ARCHE Groupe Siemens is mainly involved in the following two types of projects:

- Large projects where Remedy is being used to drive major change through an organization. Mixed teams of Remedy specialists and other management consultants provide full project support to clients and maximize the benefits realized from implementing Remedy.
- Smaller or single-country implementations where clients require fast Remedy configuration support to achieve new best in class"business processes.

ARCHE Groupe Siemens'approach is to partner with its clients'project teams. The company focuses on providing rapid skills transfer to client teams, designing high quality business processes and identifying and managing potential program risks. ARCHE Groupe Siemens has a global service offering consulting, architecture, customization, deployment and Remedy certified training support.

ARCHE Groupe Siemens has developed its own Remedy implementation methodology called M.A.D.A. This process draws on the wider methodologies of SMDS both are highly regarded in the process management environment.

Strategic Positioning

Special Strengths

ARCHE Groupe Siemens considers that the following points differentiate them in the Remedy market:

- High level of Remedy knowledge due to a long term partnership (1992)
- Engineers trained and updated by Remedy.
- ARCHE Groupe Siemens is able to manage a project for its full life cycle; consultancy, pre-sales, architecture, bench marking, deployment, and 24 hour support.
- Comprehensive methodology for Remedy projects

Industry Knowledge and References

ARCHE Groupe Siemens has specific focus on the following vertical markets:

- Manufacturing
- Retail Trade
- Finance and Insurance
- Health Care and Social Assistance

Public Administration and Educational Services are two of the company's emerging markets.

Fxhibit 1

Remedy Rctivity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Finance and Insurance	Banking	35%	35%
Manufacturing	Chemical Processing	30%	30%
Retail Trade	Distribution	25%	25%
Health Care and Social Assistance	Hospitals	10%	10%

Source: ARCHE Group Siemens

Selected Customer Projects

Customer	Industry	Project Details
Credit Lyonnais	Banking	The hotline structure was updated with the AR System. This allowed the customer to increase their service level through on-site intervention, prioritization of service requests and improvement of the R.O.I. process in accordance with Kompass Benchmarking.
EDP	Public Organization	Our main goal was to deploy a solution perfectly adapted to this specific customers organization, with a simpler and clearer GUI and multi site exploitation. With AR System, the customer has now the ability to quickly ticket trouble alarms coming from the network.
NIPSON Printing Systems	Retail	A remote access connection was installed to allow the regional manager to consult with the incident database. The solution, based on AR Systems, is deployed to manage the installed park, human resources, hot line and maintenance activity; costs and contracts and the knowledge database.
Institut Français du Petrol	Industry	AR Systems and Flashboard handle log files, give adapted reporting on specific performance measures, trouble ticketing and control of the service level agreement.

Source: ARCHE Groupe Siemens

Audifilm

UAR

Remedy Partner since:

1995

Contact Information

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Company Background

Founded in 1973, Audifilm develops and implements IT solutions. Audifilm offers high level solutions for the Telecom, Banking, Insurance and Public Administration markets.

Audifilm provides technology, knowledge, core applications and professional services that enable the development of robust, efficient, effective, and intuitive solutions.

Automating these processes calls for a detailed and thorough understanding of each customer's problems and requirements; the understanding and ability to access existing software and data structures; and the development of flexible tools which can integrate and manage diverse and complex hardware and software.

Audifilm addresses the needs of its clients by maximizing their IT investments, improving service levels, reducing costs and enhancing productivity.

Audifilm provides a full range of services from its network of offices throughout Spain. Services include:

- Technical consultancy
- Engineering
- Data migration
- Training
- Support

Remedy Activities

Aelationship with Remedy

Audifilm is a Remedy VAR.

Employees

Audifilm has approximately 80 employees.

Audifilm's Service Skills

Remedy Approved Consultants	1
First Line Support Staff	2
Training Staff	1
Education Staff	1
Project Manager	3
Other	8

Strategic Positioning

Special Strengths

Audifilm considers that the following points differentiate them in the Remedy market:

- Knowledge of Remedy solutions
- Support of Remedy solutions
- Consultancy

Industry Knowledge and References

Audifilm has specific focus in the following vertical markets:

- Manufacturing
- Utilities
- Telecommunications
- Finance and Insurance

Big Apple Technologies

UAR

Remedy Partner since:

1998

Contact Information

Daliah Amar VP - Sales and Marketing

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Company Background

Big Apple Technologies is a leader in integrated technology solutions for business. Their strategy combines market focus, field technical superiority, industry partnerships, and investment in internal systems and processes.

Focus

- Reduce the total cost of ownership (TCO) for computing technology
- Gain control and management of distributed networks
- Increase end-user productivity and satisfaction
- Reduce the risk involved with adopting new technology
- Keep pace with new technologies to plan for future network strategies
- Provide technology-based solutions to meet overall business strategy

Remedy Activities

Relationship with Remedy

The Remedy partnership allows Big Apple Technologies access to products that complement services in some of their main focus areas, customer support and support delivery management. Their extensive knowledge and experience in the design, implementation, and operation

of support organizations, when combined with Remedys AR System, provides a powerful solution for their customers. Furthermore, AR System's business process automation capabilities and associated products make their ability to provide custom solutions limitless.

Employees

Big Apple Technologies employs a rapidly growing pool of highly trained expert technical and consulting personnel to ensure that services are delivered skillfully (including approximately 25 Systems Engineers certified in or enrolled in Microsoft MCSE certification program).

Big Apple Technologies' Consulting Skills

First Line Support Staff10
Training Staff1
Project Manager5
Implementation Specialists

Big Apple Technologies is working to ensure that their partnership with Remedy is successful. Investments have been made in training their sales staff on the Remedy product line. To support that effort, Big Apple Technologies is also training its engineers on how to design, implement, and maintain Remedy customized solutions.

Big Apple Technologies' Business Expertise

- All-encompassing, client-centric solutions organized around an integrated model -- Life Cycle Services -to plan and to manage computer network infrastructures from design and consulting, acquisition and deployment, operation and support, to enhancement and migration
- Seven years of experience in delivering comprehensive IT service and product solutions
- Technology-enabled service delivery systems to reduce costs, that enhance service quality and to improve reporting capabilities
- National service capabilities through integrated, system tie-ins with strategic alliances and geographically-focused Operations Centers
- Professional Services including advanced consulting practices to deliver consulting expertise in emerging critical technologies
- A Research and Development Unit for the creation of methodology and practices to ensure consistent delivery of technology services

Strategic Positioning

Special Strengths

Big Apple Technologies differentiates itself from other network integration solution providers in the following ways:

- Automated systems to increase efficiency, to reduce overall network infrastructure costs, and to make systems easier to use
- Proven processes and methodologies to ensure that services are delivered proficiently
- Professional planning and management services to ensure quality service and customer satisfaction

Industry Knowledge and References

Big Apple Technologies has specific focus on the following vertical markets:

- Finance and Insurance
- Manufacturing
- Transportation and Warehousing

Big Apple Technologies also specializes in small to medium businesses.

Exhibit 1 shows Big Apple Technologies' Remedy revenues in the U.S. by vertical markets.

Exhibit 1

Remedy Activity By Revenue And Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Finance and Insurance	Investment Banking	30%	30%
Manufacturing	Designer Apparel	20%	30%
Entertainment	Production/Recording	10%	10%
Small to medium businesses	All sub-segments, environments >25 seats	40%	40%

Source: Big Apple Technologies

Selected Customer Projects

Contamo	1.10.1	
Customer	Industry	Project Details
Major New York based investment bank	Commercial/Private banking, securities	Needs assessment, design, and implementation of complete Support Desk operation supporting approximately 2000 users in a critical trading and back-office environment. Developed and implemented service delivery systems and quality assurance methodology. Provide support staff for multiple locations including New York, Chicago, Boston, and San Francisco
Major New York based designer clothes manufacturing with worldwide presence	Designer Apparel	Design and implement change management system. Provide staff to coordinate and perform technology moves, adds, and changes for multiple locations.
Major Multinational Music Production/Record Company	Production/Recording	Maintain change management system during large-scale acquisition of multinational company. Staff and coordinate technology integration efforts between the two companies.
Small to medium businesses	Many industries, environments with >25 seats	Design and implement total customized solutions ranging from outsourced Help Desk, Customer Support, and Change management services.

Source: Big Apple Technologies

CHC Professional Services

UAR

Remedy Partner since:

1997

Contact Information

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Company Background

CNC Professional Services, established in 1992, provides enterprise systems and network management products and services in support of mission critical business applications. The firm focuses on the development and delivery of "best of breed" technologies while its product evaluation process ensures that the firm maintains strategic partnerships with industry market leaders. The firm's organizational structure incorporates strategic business units (SBU) built around technologies that meet the demands of today's enterprise IT environments.

CNC Professional Services has the training and expertise to meet the challenges of enterprise management. The firms services support Consolidated Service Desk, Network and Systems Management, Customer Service Management and Enterprise Resource Management.

CNCs competitive advantage is its ability to match the right consultants with the appropriate project to rapidly deliver high quality, value-added professional services. The flexibility of the firms business model enables it to mobilize resources into virtual teams to meet the challenges of a variety of projects. This approach ensures that consultants have the necessary skills and managerial oversight to handle client projects effectively.

In 1998 CNC Professional Services had revenues of \$5 million.

Remedy Activities

Relationship with Remedy

CNC Professional Services entered into a partnership with Remedy in 1997. Today, the company is a Value Added Reseller and integrator of all Remedy applications.

Employees

CNC Professional Services has 50 employees; 16 are dedicated to Consolidated Service Desk and internal help desk services. All are based in Chicago.

CHC's Service Skills

Remedy Approved Consultants	2
Project Directors	4
Project Managers	8
Domain Consultants1	0
Application Consultants1	6

CNC has a total of 16 Remedy staff members. All new CNC employees assigned to the Consolidated Service Desk Consultants SBU are required to have programming skills in C/C++ and Visual Basics and experience with relational databases and application development. Those consultants who have not received formalized Remedy training are enrolled in Remedys RAC program. After a thorough evaluation process and the successful completion of required Remedy training, associate consultants are assigned to project teams where they receive necessary project management and oversight.

CMC's Business Expertise

CNC Professional Service is primarily involved in two types of Consolidated Service Desk projects:

 Enterprise focused projects where Remedy is being used to drive major change through an organization.
 In this type of project, mixed teams of Remedy specialists and other management consultants provide full project support to clients and maximize the benefits realized from implementing Remedy. Departmental or small enterprise implementations in which clients require rapid Remedy configuration support to achieve new "best of breed" business processes.

CNC engages the customer throughout each phase of a project. The firms approach is to analyze, implement and review objectives to ensure that the projects requirements are met. This approach allows CNC to deploy technology rapidly, efficiently, and effectively while minimizing potential project risks.

Strategic Positioning

Special Strengths

CNC Professional Services considers that the following points differentiate them in the Remedy market:

- Flexibility to assemble virtual teams for enterprise deployments with expertise in Consolidated Service Desk, Enterprise Resources Planning, Customer Relations Management and Network and Systems Management.
- Highly structured project management including successive oversight at the consultant, project lead and director levels.

- Ability to rapidly integrate Remedy with other "best of breed" business processes.
- Comprehensive methodology for Remedy projects including best practices approach.
- Ability to provide Remedy professional services in the Chicago area with no travel-related expenses.

Industry Knowledge and References

CNC Professional Services has specific focus in the following vertical markets:

- Information
- Finance and Insurance
- Manufacturing
- · Agriculture, Forestry, Fishing and Hunting

Healthcare is an emerging market for CNC Professional Services.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Information	Online Publishing	20%	12.5%
Finance and Insurance	Banking	20%	12.5%
Manufacturing	Various	30%	37.5%
Agriculture, Forestry, Fishing and Hunting	Distribution	12.5%	12.5%
Construction	Engineering	17.5%	12.5%

Source: CNC Professional Services

Selected Customer Projects

Customer	Industry	Project Details .
Encyclopedia Britannica	Online Publishing	Developed Internal Network Operating Center integrating Remedys Customer Support, Help Desk, Asset & Change Management, Service Level Agreements, Flashboards, ARWeb and Purchase Requisition Applications with Tivoli.
Harza Engineering	Heavy Construction	Developed and implemented a Remedy help desk application integrating knowledge management modules and ARWeb to support field engineers and project managers throughout the world.
First Chicago Capital Markets	Finance/Banking	Successfully implemented Remedys help desk application utilizing a Rapid Deployment methodology while maintaining pre- existing data.
Williams Electronics and Games	Manufacturing	Developed Remedy pilot for enterprise business processes including help desk, asset and
		change management and the integration of discovery services, knowledge management and inventory control.

Source: CNC Professional Services

COGHICASE

VAR

Remedy Partner since: 1999

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Company Background

Founded in 1991, COGNICASE is an international provider of value-added information technology consulting services, solutions and software. The company offers a full range of IT solutions including outsourcing, ERP implementation, application development, WEB/E-commerce development, network architecture, management and application development software for client/server and Web-based applications, as well as software for automated software conversion, platform migration and IT outsourcing.

In 1998 revenues increased more than eightfold to U.S.\$59.1 million compared to U.S.\$6.6 million in fiscal 1997. Net earnings rose to U.S.\$8.5 million, including a

net foreign exchange gain of U.S.\$1.4 million. This compares to net earnings of U.S.\$679,000 in the previous year. These excellent results were achieved via a nearly fourfold expansion of our existing business and eight acquisitions.

Remedy Activities

Relationship with Remedy

Employees

COGNICASE has over 1,740 resources serving customers from business offices in North America, Europe and Australia.

COGHICASE's ESM Consulting Skills

Support Staff
Directors
Project Managers18
Consultants300

COGNICASE's Business Expertise

Consulting Services and Systems Integration
In each location, we have a wide range of core
competencies and experience in a broad spectrum of
information technologies and industry sectors. Several
offices are also home to specialty practices that can be
deployed globally. This growing geographic reach and
critical mass of resources, complemented by the
recognized excellence of our Montreal development
centre, position COGNICASE as a valued technology
and business partner.

Enterprise Systems Management

COGNICASE provides services directly to its customers and through strategic partnerships with information technology service providers, system integrators and leaders in the Enterprise Systems Management marketplace. To provide a complete ESM consulting service, COGNICASE has formed strategic partnerships with key ESM vendors such as BMC Software, Computer Associates, Remedy and Oracle.

Web-based E-commerce

For many customers, Web-based electronic commerce represents the next step in business development. Using application development software, some of it proprietary, COGNICASE can design and deploy total ecommerce solutions adapted to customers' business processes. COGNICASE recently completed a total Internet retailing solution for one of Europe's largest catalogue merchandisers.

Software

Ranging from leading-edge application development products to software conversion and platform migration toolsets, COGNICASE software offers three major benefits:

- Increased productivity in application development
- · Shorter delivery lead times
- Simpler maintenance through adaptability

With these three elements, information systems support critical business needs. All our software products incorporate best practices and the latest advances in software engineering. Software is offered on a licensing basis or as part of integrated business solutions.

Strategic Positioning

Special Strengths

COGNICASE considers that the following points differentiate them in the Remedy market:

- Leader in the Enterprise Systems Management market place
- Solid, experienced services delivery organization in ESM and software consulting
- Strategic partnerships with key ESM vendors such as Remedy, BMC Software, Computer Associates and Oracle
- Global presence

Industry Knowledge and References

COGNICASE has specific focus on the following vertica markets:

- Telecommunications
- Public Administration
- Finance and Insurance
- Retail Trade

With our Partnership Approach, COGNICASE has built an impressive customer base, including Fortune 500 corporations, government organizations and mediumsized companies.

Exhibit 1 shows COGNICASES Remedy revenues in Canada by vertical markets.

Exhibit 1

Remedy Rctivity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Telecommunications	N/A	40%	50%
Public Administration	N/A	25%	20%
Finance and Insurance	N/A	10%	10%
Retail Trade	N/A	10%	10%

Source: Cognicase Inc

COL-INS-CO

HAR

Remedy Partner since:

1994

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Company Background

COL-INS-CO has been in business as a closely held corporation for forty years and under current management for the last 15 years. The firm provides sales, consulting, installation, configuration, and support services in the areas of Enterprise Network Management and Help Desk. The firms geographical focus is the Southeastern United States bounded by Mississippi, Kentucky, and North Carolina. Sales offices are located in Nashville, TN, Mobile, AL, Atlanta, GA, Charlotte, NC, Tampa, FL, Ft. Lauderdale, FL, and Orlando, FL.

Remedy Activities

Relationship with Remedu

COL-INS-CO became a Remedy Partner in 1994 and currently offers sales, consulting, installation, configuration, application development and training services on the complete line of Remedy products. The firms technical staff includes Remedy Certified Trainers and Remedy Authorized Consultants.

Employees

COL-INS-CO, Inc. currently has 20 employees, including seven staff dedicated to the sale, implementation and training of the Remedy product line.

COL-INS-CO's Service Skills

Remedy Approved Consultants4	
Training Staff	
Education Staff	
Project Manager2	

New Remedy consultants at COL-INS-CO attend Remedy User and Admin courses upon hiring. They then work under the supervision of experienced Remedy developers, thus expanding their expertise. Remedy consultants attend advanced Remedy courses at the appropriate experience levels. The objective for all the firms consultants is Remedy Authorized Consultant (RAC) status.

COL-INS-CO brings a high degree of expertise in the areas of Network Management, Testing/ Diagnostics and Help Desk implementation. The firms experience in these areas offers it a unique perspective on automated Help Desk ticket generation that is triggered by Enterprise Network Management Systems (HP OpenView, etc).

COL-INS-CO's Business Expertise

COL-INS-CO is experienced in mid-tier of Remedy's Help Desk based solutions. The firm is particularly adept with interfaces to external systems such as email, paging, voice response, and Enterprise Network Management Systems at the API level.

Strategic Positioning

Special Strengths

COL-INS-CO considers that the following points differentiate them in the Remedy market:

The firms geographical focus is the Southeastern region of the United States

The firm has strong expertise in Network Management, Network Testing/Diagnostics and Help Desk implementation

Industry Knowledge and References

COL-INS-CO has specific focus in the following vertical markets:

- Finance and Insurance
- Telecommunications
- Information
- Public Administration

Column Business Systems, Inc.

UAR

Remedy Partner since:

1998

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Business Development Manager

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414 N Orleans Street

Company Background

Column Business Systems, Inc. is a subsidiary of Column Office Equipment, Inc. a \$20 million, privately-held office automation company founded in 1991. In 1996, Inc. Magazine listed Column Office Equipment as one of the 500 Fastest Growing Companies in the United States.

Remedy Activities

Relationship with Remedy

Column Business Systems, Inc. entered into an alliance with Remedy in 1998.

The core focus of Column Business Systems is to provide solutions and support for fixed-fee and fixed-time Remedy deployments.

Employees

Our parent company currently has over 100 employees while Column Business Systems, Inc. currently has 10 professionals dedicated to Remedy.

Column Business Systems' Service Skills

Remedy Approved Consultants	1
Project Managers	2
Training Staff	1
Application Developers	4

Our consulting team is based in Chicago. It is our policy that all new Column Business System employees are required to go through Remedy RAC certification before they are allowed to manage a Remedy project.

We have also formed a strategic alliance with Remote Access Training Facilities to provide certified Remedy Training for our customers. Remote Access Training Facilities is located in Downers Grove, IL.

Column Business Systems' Business Expertise

Column Business Systems was chartered to provide solutions, support and integration services for Remedy deployments. The mission of our professional service organization is to lower the total cost of ownership by providing fixed-time and fixed-fee Remedy deployments. This unique methodology is accomplished by truly understanding the customer's business requirements and leveraging past professional service documentation and engagements.

Our philosophy is to define the project scope up front and to break large jobs into manageable parts instead taking on long term, open ended contracts that inevitably end up in continuously changing requirements.

Our fixed bid approach is easier for companies to palate, because customer requirements, time frames and deliverables are defined up front which avoids costly contract add-ons.

Furthermore, our professional services organization provides integration for ancillary products most commonly integrated with problem management systems such as: network and system management applications, paging software, telephony systems, knowledge bases, and third party applications.

Strategic Positioning

Special Strengths

Column Business Systems considers that the following points differentiate them in the Remedy market:

- Fixed-fee and fixed-time Remedy implementation
- Customized service and support offerings
- · Phased approach to large projects
- Strategic partnerships
- Focused exclusively on providing problem management solutions

Industry Knowledge and References

Column Business has specific focus on the following vertical markets:

- Manufacturing
- Telecommunications
- Computer and Electronic Product Manufacturing
- Wholesale Trade

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
Chemical	Distribution	Designed and implemented an enterprise-wide, internal help desk and change management application that tracked code modifications to the companys financial application.
Software	Manufacturing	Designed and deployed a Rapid Results oriented customer support desk.
Financial Services	Banking	Designed and implemented a help desk that integrated with the bank's network management systems and telephony equipment.
Cellular Phone Service Provider	Telecommunications	Implemented and designed a customer care center, a trouble ticketing system for the NOC and an internal help desk for a major service provider.

Source: Column Business

ComConsult Kommunikationstechnik GmbH

VAR

Remedy Partner since:

1996

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Company Background

ComConsult, established in 1986, is one of Germany's leading consulting companies. Approximately 200 of the top 500 German companies are ComConsult customers.

ComConsult offers high-end solutions in network and client server environments. For Remedy's AR System, ComConsult developed highly adaptable German applications for problem and change management called UHD-Expert and Change-Expert. Other management categories with developed customer solutions are: order, complaint and information management. The following integrations were necessary as well: system network, asset management and telephony.

In 1997, ComConsult had revenues of more than DM 20 million in Germany, Switzerland and Austria.

Remedy Activities

Relationship with Remedy

ComConsult entered into a partnership with Remedy in 1996. Today, the company is a Value Added Reseller (VAR) of all Remedy applications.

Employees

The ComConsult group has over 130 employees.

ComConsult's Service Skills

Application Consultants	5
Remedy Approved Consultants	1
Senior Consultants	4
First Line Support Staff	2
Education Staff	. 2
Project Manager	. 3
Other	. 3
Total Remedy Staff	20

All Remedy consultants are trained at the ComConsult Academy. This training combines Remedy standard instruction with ComConsult's special, practice-oriented tips.

ComConsult's Business Expertise

ComConsult through their partnerships, offers the products and services for the client server market of the following systems:

- HP Openview
- Tivoli
- Oracle
- BMC Patrol

The following is the tier ComConsult consulting management module:

- Managed Node
- Element Manager
- Enterprise Manager

This model needs a vertical consulting process involving management and the technician.

ComConsult is the integration specialist on the enterprise level for:

- Problem management
- · Event management
- · Asset management

ComConsult has its own product in the area of asset/facility management, the Comconsult Communication Manager (CCM). This is a central information platform for all IT assets on the basis of a database and a CAD system.

Strategic Positioning

Special Strengths

ComConsult considers that the following points differentiate them in the Remedy market:

- Concept and planning phase
- Implementation phase
- Training phase
- Operating/Supporting phase

Exhibit 1

Remedy Activity by Revenue and Vertical Market

markets:

Public Administration

Manufacturing

vertical markets.

Finance and Insurance

Vertical Harket	Sub-segment	% of revenues	% of Projects
Finance and Insurance	Banking/Insurance	50%	40%
Professional, Scientific and Technical Services	Computer	20%	30%
Manufacturing	Automotive	20%	15%
Finance and Insurance	Finance	10%	15%

Source: ComConsult

Industry Knowledge and References

ComConsult has specific focus in the following vertical

Professional, Scientific and Technical Services
 Exhibit 1 shows ComConsult's Remedy revenues by

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Deutsche Bank	Banking	Call-Center with 400 seats; integration with system/network management and asset-management
Aachener und Münchener Informatik GmbH	Insurance	Problem and compliant management in a distributed environment
Hochtief Software	Industry	Problem and bugfix tracking system with web integration
Rechenzentrum der Finanzbehörden NRW	Administration	Support of the software engineering process in a distributed environment

Source: ComConsult

Connect SA

VAR

Remedy Partner since:

1995

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Company Background

Connect S.A., a leader in the help desk and call center markets in Argentina, is also very strong in system and network management and multiple solution integration. Founded in 1989, the company has grown 35% per year to become a company of 400 employees and revenues of approximately 16 million. The firms customers include Citibank, Ford Motor Company, Argencard, and Telecom Argentina.

Remedy Activities

Relationship with Remedy

Since Connect SA became a Remedy partner in 1995, it has sponsored many events and built a special department dedicated to Remedy's products and services. They are responsible for over 70% of the Remedy installations in Argentina.

Employees

Connect has more than 400 employees.

Connect's Service Skills

First Line Support Staff	16
Training Staff	3
Education Staff	4
Project Managers	. 8

Connect has dedicated sales specialists trained in Remedy's products. Their pre-sales engineers and consultants have extensive experience in the design and implementation of customized solutions as well as Help Desk and standard Customer Service Call Center applications.

Connect's Business Expertise

Connect expertise is concentrated in the technology integration and help desk arenas. The firms telephony integration capabilities for call centers and customer care technologies are particularly strong. Connect has developed relationships with several complementary technology companies such as Genesys for CTI and H.P. OpenView Network Systems Management which provide a strong base in the ITSM and CRM markets.

Strategic Positioning

Special Strengths

Connect considers that the following points differentiate them in the Remedy market:

- Strong customer relationships
- An extensive installed base, including many large firms

Industry Knowledge and References

Connect sales department is structured by accounts, with each sales specialist, working with support from the firms pre-sales and technical engineers, thoroughly understanding the requirements of their account and the market it serves.

CSC Brasil

UAR

Remedy Partner since:

1993

Contact Information

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Company Background

CSC BRASIL was founded in 1986. The company initially worked with productivity, performance management and capacity planning software for IBM mainframes. Along with the evolution of Information Technology, CSC BRASIL expanded its solutions for the corporate environment, providing software for distributed systems management.

Guided by its philosophy of consistent growth its pioneering spirit, CSC BRASIL was the first company in Brazil to launch help desk and problem management products for UNIX and Windows platforms.

CSC BRASIL has consolidated its leadership position in the Brazilian market in the automation and enterprise management areas.

Remedy Activities

Relationship with Remedy

From its inception, CSC BRASIL has been both a VAR and a software distributor. The company sells, supports, trains, and develops both customers and partners. It offers AR System based solutions to many different companies, in many different markets. Through its promotions, sponsorships, and Portuguese product and collateral localization efforts, CSC BRASIL enjoys a close partnering relationship with Remedy.

Employees

CSC BRASIL has 70 employees, distributed throughout its Sao Paulo and Rio de Janeiro offices.

ESE Brasil's Service Skills

Remedy Approved Consultants	1
Business Consultants	3
Project Director	1
Project Managers	3
Application Consultants	3
Total Remedy Staff 1	3

CSC BRASIL offers all the services Brazilian customers need to take advantage of Remedy products. The firm conducts pre-sales activities including presentations, demos and prototype applications to facilitate customers'evaluation processes.

CSC BRASIL's post-sales activities include:

- Technical support, with more than 90% of the calls answered locally
- Training for AR System users and administrators
- Multi-level consulting services from customization support to full help desk design

CSC Brasil's Business Expertise

CSC BRASIL currently provides a broad customer base with corporate solutions for application management and system automation on a variety of platforms from mainframe to desktop and from legacy to client/server. These solutions include:

- Distributed systems management
- Help desks
- Call centers
- Performance/operations/storage management
- Enterprise printing management

CSC BRASIL specializes in solutions for availability and service level management in distributed environments. Its mission is to help customers use proactive systems management to reduce costs while increasing technological resources and applications for all types of computers and communication devices.

CSC BRASIL represents Boole & Babbage, REMEDY, Diversified Software Systems, and Levi, Ray & Shoup. The firm, currently one of the most important systems management software distributors in Brazil, has won recognition from industry analysts and awards from the press for its success.

Strategic Positioning

Special Strengths

CSC Brasil considers that the following points differentiate them in the Remedy market:

- Excellent penetration in the largest Brazilian companies
- Close relationships with customers and an excellent reputation in the market
- · Commitment to support
- Highly skilled management and technical teams

Industry Knowledge and References

CSC Brasil has a specific focus on the following vertical markets:

- · Finance and Insurance
- Utilities
- Public Administration
- Manufacturing

Exhibit 1 shows CSC Brasis Remedy activities by vertical market sector.

Fxhihit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Financial Services	Banking	32%	40%
Telecommunications	Telephone and Long Distance Carriers	27%	15%
Government	Utilities, Oil & Gas	12%	15%
Manufacturing	Automobiles, Steel, Food	12%	15%

Source: CSC Brasil

Selected Customer Projects

Customer	Industry	Project Details
HSBC Bamerindus (Hong Kong and Shanghai Bank)	Banking	15 AR System applications; started with Internal Help Desk; after training provided by CSC BRASIL, many new applications including call centers and trouble tickets were developed
Volkswagen do Brasil	Automotive	Remedy Customer Care Call Center, using CTI and a mainframe based e-mail integration to connect with the 700 Volkswagen Dealers in Brasil. Human Resources and Internal Help Desk applications will be the next projects
Casas Pernambucanas	Retail	Remedy Internal Help Desk and Customer Support Call Center, both developed by CSC BRASIL
Petrobras – Petroleo Brasileiro S.A.	Oil and Gas	Internal Help Desk, supporting users through all the Brazilian territory; the application notifies and is accessed by technicians in all the Brazilian states where Petrobras has offices and or industrial installations

Source: CSC Brasil

Cypress Systems, Ltd.

VAR

Remedy Partner since:

1995

Contact Information

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Company Background

Cypress Systems Ltd. was founded to provide quality equipment specification and implementation based on proper understanding of clients business requirements for integrated technology. To complement this business, the firm offers consolidated operations management solutions and networking/systems management consulting services. Continued growth has allowed the firm to establish key relationships with best in class hardware manufacturers and software developers.

Although computer technology and capabilities change rapidly, Cypress Systems keeps clients ahead of the game. Whether they are using strategic networks or relational databases, the firm focuses on delivering excellent performance and results. Quality service and customer satisfaction are also key goals that the firm accomplishes through long-term relationships with its clients.

Remedy Activities

Relationship with Remedy

Cypress Systems is a Value Added Reseller of all Remedy applications including Asset Management, Change Management, CRM, IT Purchasing, and custom workflow applications.

Cypress Systems' Service Skills

Remedy Approved Consultants	2
Business Consultants	1
Project Managers	1
Sales Representatives	1
Application Consultants	1

Cypress Systems recruits only senior level consultants with knowledge of specific applications or infrastructure technologies to complement our focused businesses. All Cypress help desk consultants are trained at Remedy accredited training facilities and are expected to pursue RAC Certification.

Cypress' Business Expertise

Cypress Systems has been involved primarily in two types of help desk projects in mid-sized companies:

- Implementation of an IT help desk solution that is either a new application for a client or a replacement for a home-grown and out-grown help desk.
- Complete customization and integration of a help desk solution into a larger systems and network management project.

In all cases, Cypress Systems philosophy is to mentor its clients throughout the course of a project to assure knowledge transfer.

Industry Knowledge and References

Cypress has specific focus in the following vertical markets:

- Manufacturing
- Finance and Insurance
- Retail Trade
- Educational Services

Selected Customer Projects

Customer ·	Industry	Project Details
Stone-Smurfit, Inc.	Manufacturing	Remedy AR System and ARWeb conceptual design, customization and implementation.
Hagar Hinge Company	Manufacturing	Remedy AR System and ARWeb conceptual design, customization and implementation.
Federal Reserve Bank of St. Louis	Finance and Insurance	AR System design and implementation.
Ralston Purina	Retail Trade	Remedy Conceptual design and prototyping, customization and implementation.
St. Louis University	Educational Services	Remedy conceptual design.
Southern Illinois University	Educational Services	Remedy conceptual design.

Source: Cypress Systems Ltd.

Data Gate International, Inc.

UAR

Remedy Partner since:

1997

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Company Background

Data Gate Inc., based in Seoul, Korea, is a distributor of world class software and hardware. The company has three business divisions for storage software and networks: Data Gate Korea, Data Gate International, and Data Gate Network.

Founded in 1986, as Korea Acom Co. Ltd., a distributor of EMC Corporations storage products, the company changed its name in 1995 to Data Gate and expanded its business to offer high quality software solutions from world class partners like Remedy.

In Korea, Data Gate has been enlarging the scope of its sales effort to include a variety of services. The firm endeavors to provide its customers with the best possible solutions and consistent high quality service.

Remedy Activities

Relationship with Remedy

Data Gate International Inc. entered the Help Desk business in 1997. Today the company provides state of the art technology solutions to major Korean companies. Its share of the market for internal help desk products in Korea exceeds 80%.

Employees

Data Gate has 60 highly skilled staff members including 20 in sales, 25 in technical and pre-sales support, and 6 in customer engineering.

Data Gate's Service Skills

Remedy Approved Consultants	1
First Line Support Staff	4
Education Staff	1
Project Manager	1
Other	1

Data Gate's Business Expertise

Data Gate has proven its expertise in the business flow management and internal help desk areas through project implementations for leading Korean companies. The firm is currently expanding its business to include CTI in order to provide customers with Integrated Customer Contact Process Management.

Strategic Positioning

Special Strengths

Data Gate considers that the following points differentiate them in the Remedy market:

- Considerable experience and proven skills in implementing help desk solutions
- · Qualified sales and technical staff
- Commitment to providing strong customer service and building customer satisfaction by treating all requests with a sense of urgency

- Continuous benchmarking with leading companies to maintain world class competitiveness
- Strong communication and cooperation with customers, vendors, partners, end-users, and employees

Industry Knowledge and References

Data Gate has specific focus in the following vertical markets:

- Finance and Insurance
- Information
- Telecommunication
- Manufacturing

Exhibit 1 shows Data Gate's revenues by vertical market sector.

Exhibit 1

Remedy Rctivity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Finance and Insurance	Insurance	40%	40%
Information	System Management	15%	30%
Electric & Electronic	Electronic	28%	20%
Manufacturing	Automobile	17%	10%

Source: Data Gate International, Inc.

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Donbu Fire Insurance	Financial	Dongbu design of business process that support end-users IT problem
Hyundai Info & Tec.	Computer	Hyundai design of companion company's IT problem support

Source: Data Gate International, Inc.

Data Systems West

VAR

Remedy Partner since:

1997

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Company Background

DSW has been assisting organizations in defining how information is created, distributed, shared, utilized and enjoyed, for the benefit of enterprises and individuals throughout the world, since 1971. DSW offers a full range of services, consulting and hardware, for both large and small projects. Data Systems West is certified at the highest levels of network computing, and has been a pioneer in the development of corporate Intranets.

Remedy Activities

Relationship with Remedy

DSW is a strong advocate of Remedy products and uses a Remedy solution internally to manage the activities of its engineering staff. DSW has implemented Remedy solutions for clients including Fortune 500 companies with multiple locations since 1997.

Employees

With 65 employees certified at every level of network computing, Data Systems West is uniquely qualified to provide sales, service, support and custom multiplatform applications, and to design fully integrated Remedy solutions for the enterprise. DSW services clients from offices in Woodland Hills and Irvine.

Data System West's Service Skills

Remedy Approved Consultants	1
First Line Support Staff	4
Training Staff	1
Project Manager	3
Applications Consultants	14
Systems Engineers 1	14
Other:	28

Data System West's Business Experfise

Data Systems West, (DSW) is an Enterprise Systems Integrator based in Woodland Hills, California and has been providing computer and communication solutions to organizations since 1971. DSW provides technical expertise in Internet, Intranet, and Extranet design including database integration and application development using the latest and most robust development tools, including Remedys AR system. DSW is a value added reseller of networking hardware and software, representing all the major vendors including Sun Microsystems, HP, Compaq, Cisco Systems, Bay Networks, Ascend, Network Appliance, Microsoft, Oracle, Informix, Sybase, Checkpoint, and many others. DSW engineers architect enterprise solutions, with core competencies in LAN/WAN integration, Network Management, Security Services, and Operating Systems such as UNIX and Windows NT.

DSW has received recognition as one of the Fastest Growing Companies in Southern California and as one of the Top 100 Network Integrators in North America for three consecutive years. Data Systems West is certified at the highest levels of enterprise computing, achieving Sun Microsystems Enterprise Elite certification and being named as the "Top End-to-End Solutions Provider" in Southern California by Cisco Systems.

Strategic Positioning

Special Strengths

DSW considers that the following points differentiate them in the Remedy market:

Data Systems West not only designs, sells, installs and supports help desk solutions, we use them for our own internal operations. From providing answers to frequently asked questions, adding to a dynamic knowledge base, to scheduling engineering and support calls, the help desk is a vital part of our own enterprise, and can be a part of yours. With a dedicated Remedy Authorized Consultant on staff, and a diverse group of experts specializing in every aspect of networking and data management, DSW is in a unique position to provide end-to-end solutions for any client. Additionally, DSW is recognized as an Elite Enterprise Computing certified reseller by Sun Microsystems, indicating our ability to design and support systems at the highest levels of network computing.

- · Remedy Authorized Partner
- · Custom Applications Development
- Sun Microsystems Elite Enterprise Computing Certified
- Top End-to-End Solutions Provider"

 Cisco Systems

Industry Knowledge and References

DSW has specific focus in the following vertical markets:

- Health Care and Social Assistance
- Finance and Insurance
- Professional, Scientific and Technical Services
- · Transportation and Warehousing

Healthcare, HMOs, Health Insurance, and other Insurance companies are solid markets for DSW. Enterprises in the Fortune 1000 make up a substantial portion of our customer base, although any business with process and change management needs will benefit from our services.

Exhibit 1 shows Data System West's revenues by vertical market sector.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Health Care and Social Assistance	HMO Benefits	25%	20%
Finance and Insurance	Sales Force Automation	25%	5%
Professional, Scientific and Technical Services	Network Management and Intranet Development	27%	45%
Transportation and Warehousing	Distribution Management	10%	10%

Source: Data Systems West

Selected Customer Projects

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Customer	Industry	Project Details
Computer Services	Computer Services	DSW implemented a Remedy solution that included a Windows NT-based AR Server system with Flashboards and Windows Clients, as well as a service and 4 hour support response agreement. The firm uses the system to manage a staff of engineers internally and in the field, and to offer change management for internal operations.
Industrial Management	Building Services	DSW implemented a Facility Management solution using Remedy Asset and Change Management Product. It was a Solaris-based server platform and Web-based Client. They track, browse and report Buildings, Roofs, HVACs, Fuel Tanks, Generators, and Switches.
Entertainment	Web Content Development	DSW implemented a Remedy solution that included a Solarisbased AR Server system with Flashboards and Windows Clients, as well as a service and expanded support agreement. The firm manages a large computer network and the development of content for dozens of profitable websites.
Wholesale Distribution	Wholesale Distribution	DSW implemented a Remedy solution that included a Windows NT-based AR Server system with Flashboards and Windows Clients, as well as a service and 4 hour support agreement. The firm is a major distributor to retail outlets throughout the Southland, and uses the system to support a large staff both internally and in the field, and a large, diverse, and widespread customer base.

Source: Data Systems West

Datanet

UAR

Remedy Partner since:

1994

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Company Background

Datanet was established 1990 and specializes in network and systems management. Help desk, customer care and service center applications and services are the key issues in their strategy.

Datanet covers Austria and other Eastern European countries.

Remedy Activities

Relationship with Remedy

Datanet entered into a contact with Remedy in 1994. Since 1997 Datanet has been a Remedy Value Added Reseller for Austria, the Czech Republic and the Slovak Republic.

Employees

Datanet has 17 employees.

Datanet's Service Skills

Remedy Approved Consultants	2
First Line Support Staff	3
Training Staff	2
Project Manager	2

Datanet's Business Expertise

Datanet offers a complete range of professional services for their customers:

- Analysis
- Implementation
- Development
- Special integrations
- Customization
- Customer-oriented training
- Hotline support
- Outsourcing

Strategic Positioning

Special Strengths

Datanet considers that the following points differentiate them in the Remedy market:

- Integration with different products
- GSM and pager messaging
- Localized applications in different languages

Industry Knowledge and References

Datanet has specific focus in the following vertical markets:

- Finance and Insurance
- Manufacturing
- Telecommunications

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
Austrian bank	Financial	Help desk electronic banking for private and institutional customers; including integration with different products
Czech bank	Financial	Project planning and scoping, development for special bank needs like change management, etc.
Slovak bank	Financial	Analysis, conceptual design and implementation of a complex systems management approach for the complete bank IT infrastructure

Source: Datanet

Delphi Oy

VAR

Remedy Partner since: 1995

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Company Background

Delphi Oy, established in 1992, has been building largest Customer Service Center applications in Finland. Delphi Oy offers solutions to manage various IT processes, consulting services and implementation services.

Remedy Activities

Relationship with Remedy

Delphi Oy entered into a partnership with Remedy in 1995. Today, the company is a Value Added Reseller of Remedy product line. Delphi Oy has been investing on quality services and has the following partnerships with Remedy:

- Remedy Authorized Consultants
- Remedy Authorized Training Partner
- Remedy Authorized Technical Support Center

Employees

Delphi Oy has 17 employees and is growing rapidly.

Delphi's Service Skills

Remedy Approved Consultants	2
First Line Support Staff	2
Training Staff	2
Project Manager	1
Other	9
Total Remedy Staff1	6

All new consultants will be trained on AR System products and design methodology. Each consultant will be offered RAC training.

Delphi's Business Expertise

Delphis main expertise is to offer constancy and implementation services to support Business Processes with todays main focus in IT processes.

Strategic Positioning

Special Strengths

Delphi considers that the following points differentiate them in the Remedy market:

- Value Chain concept offers our customers a good understanding of values and benefits of implementation.
- Our focus is providing value for the customer.
- Comprehensive Development methodology based on usability, scalability, performance and maintainability.

Industry Knowledge and References

Delphi Oy has specific focus in the following vertical markets:

Delphis customers fall into several industry segments, such as industry, government, banking and insurance, telecommunications, services etc.

Dr. Materna Gmbh

VAR

Remedy Partner since:

1995

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Company Background

The Dr. Materna Group is one of Germany's leading software companies in IT solutions, services and applications. The company achieved total revenue of 145 million DM in 1998. Dr. Materna offers products, solutions and services in five business fields:

- Application Engineering
- IT Management
- IT Service Management
- Unified Messaging
- Mobile Solutions

As an independent consultant and software company, the Dr. Materna Group provides customer specific analyses, individual concepts and hardware-independent solutions.

Remedy Activities

Relationship with Remedy

The Dr. Materna GmbH entered into a partnership with Remedy in 1995. Today, the company is a Value Added Reseller of all Remedy applications.

Employees

Dr. Materna has 590 employees based in Europe. Of those, 93 are dedicated Remedy staff.

Dr. Materna GmbH Service Skills

Remedy Approved Consultants	2
First Line Support Staff	
Training Staff	
Project Manager	1
Other	4
Total Remedy Staff	9:

Dr. Materna GmbH Business Expertise

Dr. Materna is mainly involved in the following types of projects:

- Large projects where Remedy is being used to drive major changes through an organization: mixed teams of Remedy specialists and other management consultants provide full project support to clients and maximize the benefits realized from implementing Remedy
- Training of users and administrators in Remedy products

Dr. Materna has developed its own Remedy application called Materna HelpDesk. This product includes asset and change management.

Strategic Positioning

Special Strengths

Dr. Materna GmbH considers that the following points differentiate them in the Remedy market:

- 20 years experience in the German system and network management (IT management) market
- Technical skills and experience in the design, implementation and management of large-scale IT infrastructure
- Active customer base of major companies in finance services, consumer and non-consumer industry, and public as well as administrative sector
- Vertical solution know-how in the branches mentioned above
- Strategic partnerships with leading IT companies
- Growth of 10% annually since 1995 in the service management area

Industry Knowledge and References

Dr. Materna GmbH has specific focus in the following vertical markets:

- Telecommunications
- Finance and Insurance
- Professional, Scientific and Technical Services
- Public Administration

Exhibit 1 shows Dr. Materna's revenues by vertical markets.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Finance and Insurance	Banking	40%	30%
Telecommunication	Telecommunications	25%	25%
Professional, Scientific and Technical Services	Research	20%	20%
Wholesale	Distribution	15%	25%

Source: Dr. Matema GmbH

Selected Customer Projects

Customer	Industry	Project Details
Bertelsmann Mediasystems	Distribution, Multimedia	Finance, customer and material management consulting. Data communication between AR System and SAP Access with a special interface
DeTeCSM	Telecommunications	Remedy central help desk solution/ customer care service
BWS	Banking	Remedy central help desk with data transfer between different software products (i.e. Lotus Notes, etc.)
Daimler Chrysler Aerospace	Service	Remedy project planning, business process design, support for new commercial and financial systems, materials management
Robert Bosch	Electronic	Remedy central call handling system for the entire company
Blaupunkt	Electronic	Remedy project planning, business process design, support for navigation systems, materials management, call management, troubleshooting system for developers

Source: Dr. Materna GmbH

DTS Ltda.

VAR

Remedy Partner since:

1995

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Company Background

DTS Ltda., developed from a joint venture between ELTA Electronics from Israel and ENAER from Chile.

Initially, DTS was focused on the development of turnkey systems, using high technology in the software and systems integration area and in electronics component design and assembly. During the last 4 years, DTSe efforts were transferred to creating and developing standard solutions, with a high level of flexibility in automated operations and company resource planning and management. The products and solutions we provide include a mix of their own designs and the designs of other companies that they represent in the Chilean market. Products are focused on automated solutions for the support, service and management of customers, through the customization and integration of software and hardware applications for medium and large companies.

Remedy Activities

Relationship with Remedy

DTS Ltda. became a Champion VAR in 1995. Since October 1998, DTS Ltda. has also started an alliance with other Remedy partners like Netopia, Inc.

Employees

DTS Ltda. has a staff of 100 people, 18 of them in the Business Process Automation Unit, and 25 in the Operational Services Unit.

DTS's Service Skills

Sales Staff	4
Research & Development Staff	2
Project Managers	4
Delivery Staff	12
Analyst Engineers	4
Programmers	4
Technicians	9
Hot Line Staff	4

DTS recruits only experienced staff, who are taken through an internal training program, before they participate in actual projects.

DTS's Business Expertise

DTS uses Remedy solutions in the development of business process automation (BPA), and provides outsourcing services for technological support.

Through these two areas, DTS has about 70% of its actual business structure associated with information technologies.

The Business Process Automation Unit, where solutions and customers applications are generated, provides:

- Remedy products licenses
- Remedy support contract sales
- Development and customization of applications
- · Services such as:
 - help desk solutions
 - call center solutions
 - customer care solutions
 - turnkey solutions

DTS Ltda. is mainly involved in the following two types of projects:

- Large projects where Remedy is being used to drive major change through an organization. Mixed teams of Remedy specialists and other consultants provide full project support to clients and maximize the benefits available through the implementation of Remedy.
- Smaller implementations where clients require fast Remedy configuration support to achieve newbest of breed business processes.

The company focuses on providing rapid skills transfer to client teams, designing high quality business processes and identifying and managing potential risk programs.

Strategic Positioning

Special Strengths

DTS Ltda. considers that the following points differentiate them in the South American Remedy market:

- DTS is recognized as a specialized provider of Customer Interaction Software.
- DTS is the premier company in this area in Chile
- DTSs highly qualified and trained staff have experience developing and applying the customizations and integration changes needed to satisfy the specific requirements of customer management (internal and external), sales and telesales.
- DTS provides total skills transfer to client teams and designs high quality best of breed business processes.

Industry Knowledge and References

DTS has specific focus on the following vertical markets:

- Computer and Electronic Product Manufacturing
- Telecommunications
- Finance and Insurance
- Public Administration

Exhibit 1 shows DTS Remedy revenues in Chile broken down by vertical market sector.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Computer and Electronic Product Manufacturing	Hardware	35%	29%
Finance and Insurance	Banking	18%	22%
Manufacturing	Production	17%	24%
Telecommunications	Telco Services	12%	12%

Source: DTS Ltda.

Selected Customer Projects

Customer	Industry	Project Details
Computer and Electronic Product Manufacturing	Hardware	DTS provided specification, design, development, and testing of help desk solutions.
Finance and Insurance	Banking	DTS provided specification, design, development, and testing of operations request management from customers and internal help desk.
Manufacturing	Production	DTS provided specification, design, development, and testing of help desk solutions and outsourcing in operational services, through the establishment of client desired service level agreement and technological infrastructure up-time. The solution included fax servers, paging and IVR integration.
Telecommunications	Telco Services	DTS provided specification, design, development, and testing of customer service solutions. These solutions are implemented to managements specifications.

Source: DTS Ltda.

Enhance Systems

UAR

Remedy Partner since: 1

1993

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Company Background

Founded in 1982, Enhance Systems has become a recognized leader in enterprise management. The company helps IT departments implement solutions to improve service levels. The firm's OmegaVision™ methodology is a proven, fast, and guaranteed method for implementing enterprise management solutions.

Enhance Systems services its client base of prominent organizations across diverse industry sectors from offices in Toronto and Calgary. Enhance Systems' mission is to enable its customers to deliver IT services at levels that are consistent with the goals of their organization.

Remedy Activities

Relationship with Remedy

Enhance Systems has been a Remedy business partner since 1993. This authorized reseller of Remedy applications also provides implementation services, training, and technical support.

Employees

Enhance Systems has over 40 employees total. Currently, there are seven people dedicated to Remedy.

Enhance Systems' Service Skills

Enhance Systems' Business Expertise

OmegaVision™

Enhance Systems' OmegaVision™ methodology is a proven, fast and guaranteed method for implementing the Remedy AR System. OmegaVision™ offers a structured approach to the definition, design, deployment and operation of Consolidated ServiceDesk solutions.

OmegaVision is a systematic, results-focused approach that builds an accurate definition of requirements, policies and processes based on best practices in enterprise management. Solutions are deployed quickly, enabling measurable results in as few as 90 days. Through OmegaVision, Enhance Systems provides formal guarantees to deliver solutions on time, in scope and on budget. Solutions are implemented using best-inclass applications to automate management tasks across the computing enterprise, effectively and reliably.

OmegaVision[™] encompasses industry best practices and proven techniques for developing solutions to link people with process and technology.

Consolidated ServiceDesk Practice Group

Enhance Systems' Consolidated ServiceDesk Practice Group is a team of knowledgeable and professional consultants focused on defining and implementing ServiceDesk solutions with the Remedy AR System.

Their capabilities in this area include:

- Configuration Management
- Change Management
- Problem Management/Help Desk
- Asset/Inventory Management

- · Service Level Agreements
- Remote Control
- Remedy AR System Implementation
- Remedy AR System Certified Training Instruction

Enhance Systems'consulting organization is comprised of the three following practice groups in addition to Consolidated Service Desk: Enterprise Systems Management, Storage Management, and Project Management.

In order to deliver effective and comprehensive solutions, Enhance Systems also provides implementations with 3rd party vendors such as BMC Software, Tivoli, and Legato.

Strategic Positioning

Special Strengths

Enhance Systems considers that the following points differentiate them in the Remedy market:

- Their extensive experience in implementing service level management solutions
- Their ability to help IT departments develop systems of measurement
- The OmegaVision™ consulting methodology;It is proven and fast, and guarantees systems management solutions on time, in scope, and on budget.

Industry Knowledge and References

Enhance Systems does not target specific vertical markets. Their client base consists of a variety of different industry sectors, including:

- Telecommunications
- Utilities
- Finance and Insurance
- Retail Trade

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
Natural Gas Utility	Energy/Utilities	Enhance Systems provided consulting services and Remedy software for a project to implement desktop inventory, remote control, problem management, change management and software distribution for an environment of 3600 desktop systems.
Large Retail Chain	Retail	Enhance Systems provided consulting services to assist in the redesign of a Remedy-based solution for enterprise help desk to support a distributed IT client base of over 1500 users.
Financial Services Firm	Financial Services	Enhance Systems provided consulting services and Remedy software to define, design and deploy a Consolidated ServiceDesk to support over 3000 IT customers.

Source: Enhance Systems

Enterprise Engineering

VAR

Remedy Partner since:

1998

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Company Background

Enterprise Engineering, Inc. is a leader in enterprise computing technology services and solutions. Founded in 1993 by Terry L. Treece, the firm has grown more than 100% in each of the last three years.

The firms services and solutions enable clients to integrate heterogeneous computer platforms into unified departmental, corporate, and enterprise business solutions that are easy to use and manage. The Enterprise Engineering team members call this capability the Power of NETTM. They have invented their

signature Power of NET™ initiative to emphasize their ability to focus on the synergy of seamless integration of networks, systems, applications, clients and operational support of Enterprise Computing Solutions.

Remedy Activities

Relationship with Remedy

Enterprise Engineering became an early Remedy consulting partner in 1993. The firm officially joined the reseller program in 1998. It is currently a Value Added Reseller of all Remedy applications and a Certified Training Partner.

Employees

Enterprise Engineering has more than 50 employees including 10 Remedy staff members based throughout the United States. The firm plans to double its team by the end of 1999 – particularly its systems and network management engineering staff.

Enterprise Engineering's Service Skills

Remedy Approved Consultants
Certified Consultants3
Total Remedy Certified Staff 6
Engineering Consultants
Project Managers

All new Remedy Consultants are trained at both the Enterprise Engineering Training Facilities, based in Fairborn, Ohio and one of Remedy Corporations training centers. The Fairborn training facility accredited by Remedy combines standard Remedy training materials and Enterprise Engineering company-specific topics in its Remedy application and integration training.

Enterprise Engineering uses full-time employees on client projects, not temporary contract staff. The firm recruits only experienced management consultants who then participate in the Remedy training program.

Enterprise Engineering's Business Expertise

Enterprise Engineerings consulting organization works with clients to maximize the adaptability, scalability, maintainability and performance of their help desk or other enterprise applications using the AR System. The company can assist clients in any or all phases of their application development cycle including application analysis, design review, implementation assistance, and/or system performance review. The firm offers turnkey solutions to meet clients individual needs. Its ultimate goal is to partner with customers and to give them what they need to be successful with their AR System applications.

The single most important part of clients'application development cycle is the Application Analysis. Enterprise Engineering believes that establishing a solid foundation, with a carefully conceived architectural design, is critical to the success of AR System applications. The firm's consultants employ Remedy's proven application analysis methodology to ensure a consistent design in infrastructure throughout each client's AR System applications.

The firm can assist clients in evaluating their business processes. It helps them define workflow requirements, business rules and reporting criteria to support them. While gathering input from their clients'managers and users, Enterprise Engineerings consultants help clients define their application requirements. They can then recommend an application development approach that will meet current needs while offering scalability for future growth and enhancements.

For clients who have completed their analysis or who simply wish to enhance an existing system, Enterprise Engineerings consultants can perform a detailed design review to fine-tune or enhance an AR System application or architecture. By reviewing initial designs in the early phases of the application development cycle, the consultants can offer suggestions for changes in architecture, workflow, business rules, implementation, and other areas to help clients develop a more robust, scalable, and maintainable application. This type of service can be invaluable for clients who plan to upgrade their AR System to a new release and would like to incorporate the latest features.

Once a client's design is complete, EEI Consulting Services staff can estimate the time, resources, and cost associated with making the design a reality. Whether clients adopt a phased approach or choose to complete their projects all at once, the consultants can offer any level of service from assistance with internal development efforts to full system development and deployment.

In addition, Enterprise Engineering offers several of its own Remedy add-on products. These include:

ARMailPlus - an NT-based email gateway to SMTP products such as CC:Mail, MS Mail, QMail, or Groupwise and MS Exchange via SMTP. The firm plans to release a Unix version in Q2 1999.

WorkFlow – documents AR System workflow objects. This won the RUG Masterpiece award for the Remedy Application Gallery.

Remote Agent – provides an AR System gateway from various network management systems, other problem management systems, and legacy systems. This agent technology allows external systems to pass data to and from AR System servers, by emulating a client via the API. This toolkit is built using the firms datalens technologies for linking data oriented systems using CORBA compliant technologies.

Strategic Positioning

Special Strengths

Enterprise Engineering considers that the following points differentiate them in the Remedy market:

- The firm has had a long-term relationship with Remedy, which has allowed in-depth exposure to the core AR System products and extensive experience in their implementation for a variety of client processes.
- The firm offers the Technology Exploration Center where it provides state of the art multimedia presentations, product demonstrations, and simulations of UNIX, Wintel, and ATM end-user environments.
- The firms Network Operations Center (NOC)
 provides outsourced help desk and call center
 services. Enterprise Engineering uses AR System
 exclusively for its internal call center processes and
 has integrated CTI and IVR technologies to
 streamline its internal support processes and
 procedures.
- The firms proprietary add-on products offer additional functionality to meet clients' requirements.
- The firm has strong international roll-out capabilities. Its international network is linked by its Center of Excellence in San Jose, California. In addition, its extensive resources all over the world maintain local knowledge bases.

- The firm has a comprehensive methodology for success with Remedy projects.
- The firm focuses on providing total skills transfer to client teams and designs high quality best in class" business processes.

Industry Knowledge and References

Enterprise Engineering has specific focus in the following vertical markets:

- Finance and Insurance
- Computer and Electronic Product Manufacturing
- Telecommunications
- Healthcare & Social Assistance

Telecommunications and Public Administration are two of the company's emerging markets.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Harket	Sub-segment	Revenues	% of Projects
Finance and Insurance	Banking	\$400,000	N/A
Computer and Electronic Product Manufacturing	System Manufacturers	\$300,000	N/A
Telecommunications	Communication Providers	\$600,000	N/A
Healthcare & Social Assistance	Hospitals	\$200,000	N/A

Source: Enterprise Engineering, Inc.

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Unisys	High Technology	Designed, developed and deployed a national help desk and problem management solution in the United States
Duke Energy	Energy	Developed and deployed a 300+ seat problem management system
Qwest	Telecommunications	Designed, developed and deployed a work order scheduling module for Network Engineering
First Union	Financial	Designed, developed and deployed a help desk problem management system and purchase processing system

Source: Enterprise Engineering, Inc.

Entuition Inc.

VAR

Remedy Partner since:

1999

Contact Information

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Company Background

Entuition Inc. is a privately held corporation formed in February 1999. Entuition's principals have a combined 55 years of data processing, business process, reengineering and technology integration experience. Their vision is to provide a broad range of professional services and products to Fortune 1000 companies. It is their strong belief that technology acquisition and integration plays a pivotal role in enabling world class process. It is because of this, Entuition provides development and integration services to its customers with specific focus on Remedy's EWA, ITSM and CRM products. Entuition's primary objectives are to deliver systems development services in conjunction with the sales of those products. Their significant process engineering expertise in call, problem, request, change, asset, procurement, development, maintenance and repair work processes significantly differentiates Entuition from others in the marketplace.

As a matter of due business course, Entuition's proprietary methodologies demand that technology and automation products be utilized as value-added enhancements to re-engineered business processes. As part of their discovery, design and implementation services, Entuition is in a unique position to evaluate, recommend and implement technology solutions that augment new process design.

Entuition's principal markets are:

- Finance and Insurance
- Telecommunications and Technology
- · Manufacturing and Distribution
- Health Care and Insurance

Entuition brings what they feel to be the most comprehensive proprietary process engineering tool-set in the industry, as well as unmatched systems development skills and experience. Their technology solutions practice is currently ramping up to provide the largest concentrated pool of Remedy Approved Consultants (RAC) in the southeast by year-end 1999. Entuition is a Remedy Approved Education Partner providing training in AR System for Users, Administering the AR System for both versions 3.2 and 4.0, AR System transition 3.2 to 4.0, as well as Flashboards classes.

Remedy Activities

Relationship with Remedy

- Champion VAR
- Remedy Approved Consulting Partner (RAC)
- Remedy Approved Education Partner

Entuition's Consulting Skills

Remedy Approved Consultants3
First Line Support Staff3
Training Staff
Education Staff1
Project Manager2
Business Process Reengineering2

Entuition's Business Expertise

Entuition, Inc. is a Professional Services Consulting and Systems Development/Integration firm that provides a comprehensive array of services and products designed to produce "Industry Elite" technology-based solutions for it's customers. Entuition is dedicated solely to the sales, development and implementation of Remedy Corporation's AR System and applications, as well as the key enterprise technologies that integrate with it.

Entuition has the proven ability to extract, analyze, understand and translate customer business issues and problems into a "Total Solution Plan" which includes process redesign/best practices, organization

optimization, human resource/training development and Remedy's product suite. Entuition's focus areas include: Employee Workplace Automation (EWA), Information Technology Support Management (ITSM) and Customer Relationship Management (CRM) at the enterprise level for Fortune organizations.

Entuition's Products/Services include:

- Classroom/on-site standard and custom training as a Remedy Approved Education Partner
- Enterprise level development services through Remedy Approved Consultants (RAC)
- Enterprise level Business Process Re-engineering (BPR) Services
- Enterprise level discovery, design and implementation services
- EWA, ITSM, and CRM based systems development/integration services

Strategic Positioning

Special Strengths

Entuition considers that the following points differentiate them in the Remedy market:

- Unique proven ability to effectively solicit key information and gain competitive insight from diverse audiences, and to communicate complicated technical subject matter across organizations through presentation
- Proven ability to differentiate Remedy from its competition, and to build compelling arguments to distinguish Remedy's corporate and product strengths from the competitions' weaknesses in order to win business

- Extensive market knowledge in ITSM & EWA segments, including competitive companies and products; substantial technical understanding of Peregrine, Vantive, Clarify, Network Associates, SAP, PeopleSoft, Computer Associates and Tivoli, as well as system integration professional service companies such as Anderson, Coopers, IBM and EDS
- Significant Business Process Re-engineering (BPR)
 expertise in fortune customers with significant ability
 to develop "Enterprise Total Solutions" through
 analysis, design, development and implementation
 services
- Extensive expertise integrating key "non Remedy" technologies to produce a total solution

Industry Knowledge and References

Entuition, Inc. has specific focus on the following vertical markets:

- Finance and Insurance
- Telecommunications
- Manufacturing
- Health Care and Social Assistance

Exhibit 1 shows Entuition's Remedy revenues in the U.S. by vertical markets.

Exhibit 1

Remedy Rctivity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Finance and Insurance	Banking and Financial	40%	30%
Telecommunications	Communications and Technology	20%	25%
Manufacturing	Manufacturing and Distribution	10%	5%
Health care and Social Assistance	Healthcare and Insurance	10%	10%

Source: Entuition, Inc.

Selected Customer Projects

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Customer	Industry	Project Details
SunTrust Bank	Banking and Financial	Developed "total solution" for a solution center technology support organization. Provided discovery, analysis, design, development and implementation services to implement a brand new "World Class" best practices based technology support organization. Totally developed a Remedy AR System covering call, problem and request management practices. Future integrations will cover asset and change management as well as purchase requisitions.
America On Line (AOL)	Communications and Technology	Developed AR System solution covering call, problem and change management as well as ARWeb for web hosting and support group. Solution replaced diverse "home grown" internally developed solution. Multiple APIs and integrations with corporate systems were also developed.
M.A. Hanna	Manufacturing and Distribution	Developed "total solution" for M.A. Hanna Technology Support. Provided discovery, analysis, design, development and implementation services to implement a best practices based "world class" technology support organization. Applications included help desk, asset, change management, SLAs, flashboards and ARWeb.
Cotton States	Healthcare and Insurance	Developed "total solution" for Cotton States covering call and problem management, legal matters tracking and requests for service. The automated custom solution was implemented through the AR System after analyzing and designing best practices, workflow and escalations that produced an integrated solution.

Source: Entuition, Inc.

European Technology Consultants Limited

VAR

Remedy Partner since: 1996

Contact Information

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Company Background

European Technology Consultants (ETC) were established in 1992, and were involved principally in building corporate LANs/WANs for major investment banks in the City. At the time, ETC was using pioneering technology and gained a reputation for the successful implementation of emerging technologies.

In 1994, the decision was made to move into the network management arena, and a strong network management practice was born.

ETC evolved by forming collaborative alliances with successful emerging software providers. For example, ETC became a Remedy reseller in January 1997; and was appointed a Genesys VAR in May 1998.

Today, ETC is a major force within the Enterprise Management and Customer Relationship Management arenas, offering high quality services around specialist Systems Integration skills. ETC has won three Remedy awards for our work on client sites, including Best Remedy VAR in the UK 1997 and the biggest Remedy implementation project in the UK.

Remedy Activities

Relationship with Remedy

ETC values their highly collaborative Value Added Reseller (VAR) relationship with Remedy. Highly customer focused, ETC has a strong reputation for integrity and an unparalleled commitment to training. Every ETC Consultant and Support Engineer has received extensive Remedy-approved training.

Employees

ETC currently has 52 employees.

ETC's Service Skills

Remedy Approved Consultants:
First Line Support Staff:4
Project Manager:6
Business Development:

ETC's Business Expertise

ETC provides a range of services that are designed to allow customers to develop Remedy based business solutions. These services include:

- Remedy design and implementation services
- Integration consultancy to allow Remedy to be integrated with other management systems e.g. OpenView, NetView, Tivoli, Serviceware, etc
- Development of bespoke software for integration and added functionality, including ETC's unique integration module 'EasyCTI' which integrates Remedy with Genesys software, providing Computer Telephony Integration (CTI) functionality at the desktop
- Business Process Re-engineering services to help define the process and data models associated with large Remedy implementations

 Maintenance and support of Remedy through our Customer Support Centre (which operates 24 hours per day).

All ETC services are delivered in a structured manner to ensure that customers implement solutions that are appropriate to their business, as efficiently as possible.

Strategic Positioning

Special Strengths

ETC are a unique Remedy Value Added Reseller, with extensive multi-sector Remedy experience:

- ETC was chosen "Best Remedy VAR in the UK 1997."
- IN 1997, ETC implemented the largest Remedy project in the UK, at a major Telecommunications company.
- ETC has developed their own in-house Remedy development methodology, REMM1, which includes concise documentation standards.
- ETC operateS a Remedy Accredited Technical Support Centre, operating 24 hours a day and offering both pProduct and application support for total business solutions.
- ETC employs only Remedy Approved Consultants.

Industry Knowledge and References

ETC has gained extensive experience in implementing very large, global Remedy projects across the following industry sectors:

- Manufacturing
- Finance and Insurance
- Telecommunications
- Public Administration

Exhibit 1 shows ETC's revenues by vertical market sector:

Exhibit 1

Remedy Activity by Aevenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Manufacturing		38%	N/A
Finance and Insurance		32%	N/A
Telecommunications		19%	N/A
Public Administration		11%	N/A

Source: ETC

Selected Customer Projects

Customer	Industry	Project Details
Barclays Capital	Finance	ETC implemented the first CTI enabled Internal Help Desk in the City, through the provision of a global problem management system for over 4,000 end users
Cable and Wireless Communications	Telecommunications	ETC are responsible for implementing one of the largest IT Service Management Systems at Cable & Wireless Communications (CWC). This large project (involving the integration of 24 Help Desks), provided a single IT support centre to underpin all of the company's IT operations. ETC were selected by CWC as the best consultancy firm to work on the project, due to their highly technical network and systems integration skills
Oracle	Computer and Electronic Product Manufacturing	At Oracle, ETC implemented a global problem management system spanning 3 continents, offering integrated problem management services through Remedy's Distributed Server option
Various	Public Administration	ETC have provided logistical tracking systems, change and asset management solutions for a variety of customers within this arena

Source. ETC

Federal Data Corporation

UAR

Remedy Partner since:

1998

Contact Information

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Company Background

Federal Data Corporation (FDC) began in 1969 and is now one of the most experienced information technology (IT) providers serving the US Federal Government. Specializing in providing turnkey, fully integrated system solutions and professional services, FDC has successfully managed and implemented thousands of government contracts nationwide.

In 1997, revenue for FDC totaled \$336+ million. The company's capabilities continue to increase with the acquisition over the last year and a half of TMA, Inc., Telos Information Systems, R.O.W. Sciences, Inc., TiSoft Inc., Sylvest Management Systems, and NYMA, Inc. For more information visit our website.

Remedy Activities

Relationship with Remedy

FDC is Remedys largest federal partner. We market Remedy products on our government-wide contracts, including NASAs SEWP II contract and the NIH Electronic Computer Store II.

FDCs is the largest Federal Reseller for Cisco Systems, Cabletron and Fore and has a strategic alliance with HP.

In addition to being the Federal Government's source for Remedy products, FDC provides consulting and integration with our leading partners, including HP Openview.

Contact Information

Federal Data Corporation currently employs 1,800 personnel, with 1,200 of those employees in the technical field, at 62 different locations throughout the country.

FDC's Business Expertise

FDC specializes in delivering technology to government customers.

FDC is comprised of three business entities. Together, these groups offer areas of expertise consisting of state-of-the-art information technology (IT), health services, transportation systems, aerospace engineering, and ISO-9001 certified engineering services as well as program management, software development, and enduser support services to various Government agencies and prime contractors.

FDC also offers large-scale, integrated IT systems customized to meet the unique needs of individual customers typically delivered through multi-year, technically complex contracts. Also offered are hardware, software, and maintenance support and training with Commercial-Off-The-Shelf (COTS) systems integration, system design and integration, LAN and WAN design implementation and support, software development, and system support.

We also offer high-quality COTS products from leading manufacturers with a wide array of design and implementation services that include key areas of technology such as enterprise networking, UNIX workstations, NT servers and application software.

Strategic Positioning

Special Strengths

FDC considers that the following points differentiate them in the Remedy market.

 FDC is the only Remedy partner that works exclusively with government agencies.

Industry Knowledge and References

FDC has specific focus in the following vertical market.

Public Administration

Fornax Co. Ltd.

UAR

Remedy Partner since:

1998

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Company Background

Fornax Co. Ltd. was established in 1990 by Hungarian individuals, and is still a privately owned company. The company has the following main business activities: (1) trading and support of telecommunications equipment, (2) development and maintenance of financial trading systems, (3) development of web-based applications and home pages (4) stock data services, (5) Remedy based help desk and operations management application development and support.

Remedy Activities

Relationship with Remedy

Fornax Co. Ltd. started application developments in 1997, and entered into an official partnership with Remedy in 1998 Fornax is the first Hungarian Value Added Reseller in Remedy's history.

Employees

Fornax Co. Ltd. has about 50 employees. Five are dealing with Remedy applications.

Fornax's Service Skills

Project Directors	1
Project managers	1
Application Consultants	3

Fornax's Business Expertise

Remedy Consultants are trained at different Remedy training facilities. In addition, they also participate in Fornax-specific training which includes development of Remedy based applications for our customers.

Fornax Co. Ltd. works with Remedy applications developers and project managers.

Strategic Positioning

Special Strengths

Fornax is mainly involved in the following types of projects:

- Large nationwide or international projects where Remedy is being used to manage different operations management activities within the organization. Mixed teams of Remedy developers and system consultants, and workflow specialists provide full project support to clients.
- Medium size local implementations where clients require customization of Remedy out-of-box products or full application development specific to their needs.
- In addition to application development and software sales, Fornax is deeply committed to providing highquality support to its customers to ensure maximum client satisfaction and long term relationship.
- Fornax also provides local training to users of Remedy based applications and is also transmitting Remedy Administrator know-how to its clients.

Industry Knowledge and References

Fornax Co. Ltd. has specific focus on the following vertical markets:

- Telecommunications
- Finance and Insurance
- Public Administration
- Professional, Scientific and Technical Services

Exhibit 1

Selected Customer Projects

Customert	Industry	Project Details
Budapest, Stock Exchange	Finance and Insurance	N/A
MATÁV	Telecommunications and IT services	N/A
Siemens Hungary	IT Services	N/A

Source: Fornax

Fusion Business Solutions

VAR

Remedy Partner since:

1996

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Company Background

Fusion Business Solutions is an enterprise software consultancy and implementation company with particular expertise in Remedy and SAP-based software solutions. Fusion specialises in cost-effective, fast-track business solutions from initial assessment, through project definition and execution, to post implementation support. Fusion is a Remedy authorised partner as well as an SAP Solution Provider. The company is a part of The Horizon Technology Group Plc, a pan-European IT Services organisation with revenues in excess of Euro 125 million (IR£100million).

Remedy Activities

Relationship with Remedy

Fusion offers a full range of Remedy-based solutions including all Remedy products and service lines. We are an authorized partner with approved Remedy consultants, qualified trainers and dedicated ATS certified support engineers. Fusion is also an approved Remedy training centre offering Remedy classroom training.

Employees

Fusion currently has 52 employees.

Fusion's Service Skills

Remedy Approved Consultants	1
First Line Support Staff	3
Training Staff	2
Education Staff	1
Project Manager	4
Other Remedy Consultants	8

Strategic Positioning

Special Strengths

Fusion considers that the following points differentiate them in the Remedy market:

- Fusion has a separate business unit focused on Remedy, ensuring that it is committed to providing excellent Remedy based solutions to its customers.
- Fusion has significant experience in providing business solutions that support the business processes of our customers. Their Remedy solutions align them with their customers business and are not merely technical solutions.
- Fusion has experienced business consultants that allow them to provide integration business solutions across ERP products like SAP, as well as legacy systems.
- Fusion has experience in integrating Remedy solutions with network management, CTI, knowledge base and many other products.

- Fusion has a full-time, dedicated team of Remedy support engineers on their technical support hotline.
- These factors have combined to make Fusion the 1998 Remedy partner of the year in Europe.

Industry Knowledge and References

Fusion has specific focus in the following vertical markets:

- Telecommunications
- Professional, Scientific and Technical Services
- Finance and Insurance
- Manufacturing

Exhibit 1 shows Fusion's revenues by vertical market sector.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Telecommunications		40%	40%
Professional, Scientific and Technical Services		20%	20%
Finance and Insurance		20%	20%
Manufacturing		15%	15%

Source: Fusion

Exhibit 2

Selected Customer Projects

Customert	Industry	Project Details
Major European Cellular telephone company	Telecom	Implementation of a multi-phase Remedy solution comprising IT help desk, network trouble ticket management, fault tracking and customer care
Top three PC vendor worldwide	IT	Developed and implemented a Europe-wide IT help desk solution that integrates with a Remedy change management application
Major insurance company in London	Financial Services	Implemented enterprise-wide help desk solution integrating with a legacy asset management application
FTSE100 Services company	General/Commercial	Selected Remedy as a strategic platform to support the roll-out of a global quality assurance program with associated service level agreements

Source: Fusion

GE Capital Information Technology Solutions

UAR

Remedy Partner since:

1993

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Company Background

GE Capital Information Technology Solutions (GEC IT Solutions) delivers Service Desk Centric Enterprise Management Solutions that enable clients to provide an optimal level of service to their customers.

GEC IT Solutions is a \$6 billion U.S. company with nearly 12,500 employees worldwide. Positioned to deliver world-class, value-added integrated IT solutions on a global basis, the Company has more than 150 locations in 15 countries in North America, Europe, Latin America, and Asia. IT Solutions is a GE Capital Services Company, a wholly owned subsidiary of General Electric Company.

GEC IT Solutions has been involved with Remedy from almost their inception. Two of GE Capita's most recent Remedy awards are 1998 North American VAR of the Year and Remedy's 1998 President's Club member.

Remedy Activities

GE Capital IT Solutions' Service Skills

These numbers represent Canadian staff only.

Remedy Approved Consultants 19 (30 by end '99)
Training Staff
Education Staff
Project Managers 40

Other Technical Certifications

Oracle 7	Citrix 14
SUN 43	SAP 8
Java 4	Firewall 10
CCNA\$ 6	CCIEs6
Bay 6	HP26
IBM47	DEC 6
Tivoli 4	BMC 4
MCPs 50	MCSEs 97
MS Professionals276	CNES96

GE Capital IT Solutions' Business Expertise

Service Management Solution

Service Management includes processes and procedures that provide service directly to the client. These services include answering how-to questions, resolving problems with the computing infrastructure, providing new hardware or software and generally being a 'single point of contact" for all IT services.

Process Automation

The mission of Process Automation is to help customers improve and automate their IT service management processes and monitor service levels to promote cost effectiveness and budgetary controls. This engagement involves implementing service process capabilities that are highly automated, thus easing the burden on the IT infrastructure. PA reduces the occurrence of system failures and reduces their effects. Process Automation applied to IT service management can dramatically increase system availability.

Consolidated Service Desk

To effectively support a distributed base of corporate technology users, it is imperative that organizations implement a world-class consolidated service desk. Having a strong technical support process with a single entry point, in most cases means the difference between success and failure with the client community.

The mission of the Service Desk is to make sure that all requests for Information Technology services are captured and properly documented in a central repository that permits accurate management reporting. The Service Desk must become proficient at resolving as many inquiries as possible on the first call. By doing this, the Information Technology organization not only improves the efficiency of its services, but also ensures client satisfaction with the Information Technology.

The consolidated Service Desk consists of many disciplines, such as: Incident Management, Problem Management, Configuration Management, Asset Management, Service Request Management, Change Management and Service Level Management.

Remote Enterprise Systems Management

Utilizing the Enterprise Management Services (EMS) Console at the GE IT Solutions location, the remote management offering provides systems management services that remotely administer, monitor and manage a network 24-hours a day, seven days a week.

Outsourced Management Services

GEC IT Solutions allows you to take advantage of a phased delivery approach relating to the following services: Service Desk and desk side support, infrastructure support for moves, adds and changes, including Remote Enterprise Systems Management (EMS) and/or Onsite Systems Management.

GEC Capital offers desktop utilities that ensure consistent access to applications, network utility packages that provide consistent network facilities and a complete outsourced service priced monthly per seat.

Enterprise Planning and Strategy

The GEC IT Solutions approach is based on assessing key characteristics that are required to achieve the best of breed'processes within an IT organization.

This engagement involves high level IT consulting and Technology Gap Analysis. The deliverable is a report with recommendations on IT operations and planning that identifies long-term platform and management standards/policies. GEC IT Solutions provides a technology strategy based on corporate goals.

The solution starts with a strategic roadmap that identifies fundamental measures to be applied based upon a clear definition of existing problems or service gaps, identification of key areas to be addressed and the establishment of a most suitable order of activities.

The strategic roadmap includes:

- Addressing Total Cost of Ownership (TCO)
- A detailed summary of "Key Areas" to be addressed
- Includes a Phased Approach
- A complete "Assessment of Findings"
- Strategic Recommendations
- Process enhancements and key characteristics of processes
- Roles/Responsibilities adjustments, ownership roles and rationalization of responsibilities
- Technology architecture
- Building blocks of technology and suggested tools from best of breed

The end result is a realistic plan for a practical and effective solution that is the most suitable and feasible for the particular environment. It is based on best practices and is developed in an unbiased manner.

Enterprise Systems Management

This engagement consists of custom systems integration, client server software distribution, OS and application management, network management and overall systems management. The focus is on managing IT components: networks, systems, databases, applications, fault, event co-relation, problem management, automated software distribution, configuration management, production control solutions, backup/recovery, user/group administration, job scheduling, and enterprise security enforcement. Aspects of asset management are employed, as well as automated systems assessment - Event and Database Management. Deliverables include Change Management, Problem Management and Process tracking.

Asset Management

GE Capital IT Solutions'Asset Management is a systematic approach to managing the procurement, financing, support, upgrade and retirement of your IT Assets throughout their lifecycles. Asset management involves the initial tracking and ongoing management of all hardware and software configurations in your distributed computing environment. The goal is to ensure better productivity through continuous technology enhancement, accurate and timely distribution of assets, optimum resource availability and continuous asset reporting.

Understanding the totality and long-term usefulness of your IT investments will help you through the complex IT decision-making process. A panoramic view of your environment will help you implement new solutions and plan the best strategy for your IT objectives. GEC IT Solutions'Asset Management can also reduce your total cost of ownership – by reducing taxes, service desk costs, hardware and software maintenance costs and IT procurement costs.

Total Cost of Ownership (TCO)

GEC IT Solutions determines your cost of procurement and productivity stems from two perspectives – a qualitative approach to increasing the efficiency of the IT organization, and the quantitative provision for measuring those gains. Their methodology involves three phases: data collection, data consolidation and data analysis, where knowledge of internal processes and the organization is obtained and then compared to market standards.

IT solutions are not the future of your business, they are the now of your business. GEC IT Solutions has three, distinct core strengths that will see you through the cultural shift.

Focus on the Customer – Customers'business objectives and challenges shape GE Capitals service methodologies and impact every decision or recommendation they make. Mission critical issues drive your business. GE Capital makes an effort to understand those critical issues so that they can in turn recommend a best practice'solution that is customized to meet your needs.

Employ the Best People – Your desire to work with the most talented and experienced IT professionals makes perfect sense. Dealing with a company the size and strength of GE Capital means you will. From market research and technical support, to sales and corporate operations, GE Capital is dedicated to delivering service and support that exceed your expectations. They are committed to IT vendor neutrality and to finding the best solutions from their partners throughout the world.

Achieve Six Sigma Quality – Expectations of near flawless service are only natural, given the investment that companies make in order to maintain competitiveness. Knowing this, GE Capital has

embarked on a Quality Journey designed to take them to the top of an internationally recognized quality matrix.

Their goal is the achievement of Six Sigma Quality by the year 2000, when their near-flawless execution of GEC IT Solutions'processes will produce less than 3.4 defects per million product or service transactions.

To reach this goal, GE Capital is focusing their efforts equally on their customers, processes and employees. They are investing heavily in leadership, training, measurement and motivation. For customers, this means access to the most innovative and advanced learning there is in the business of providing IT solutions.

GE Capital brings financial, technical and human resource professionals together in one interconnected, interdependent environment. They work in three strategic solutions categories designed to bring total service to businesses that are migrating to best business practices and IT solutions:

GE Business Solutions – It is important to understand how mission critical business issues are linked to appropriate solutions that support specific strategic objectives. GE Capita's business experts work to develop a practical understanding of your goals, challenges and processes by performing an environment review and providing exhaustive up-front analysis of your business requirements.

GE Support Solutions – It is vitally important to manage distributed desktop environments, a task that is essential but consumes time and resources. GE Capital provides a full range of support solutions that help control and maintain multi-vendor IT technology. Their processes are designed to ensure maximum efficiency and return on your IT investment.

GE Acquisition Solutions – It is vitally important to achieve total operational excellence in the efficient and cost-effective acquisition of technology and support.

GE Capital provides strategic services that encompass every aspect of an acquisition, from configuration through fulfillment. They provide a wide range of software products and specialize in the acquisition and management of third-party software licenses.

Industry Knowledge and References

GEC IT Solutions has specific focus in the following vertical markets:

- Telecommunications
- Finance and Insurance
- Public Administration
- Computer and Electronic Product Manufacturing

Other growing markets for GECITS are Manufacturing, Utilities, Healthcare/Social Assistance and Retail Trade.

Global Data Systems

UAR

Remedy Partner since:

1998

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Company Background

Global Data Systems (GDS) offers a wide variety of network integration services uniquely positioned to meet the rapidly changing needs of today's business. GDS offers consulting services in the areas of network design and network management. We also offer complete turnkey LAN, WAN & Enterprise solutions for organizations large and small with our Cisco, HP Openview, Microsoft and Novell Certified network engineers. We are currently a Cisco Systems Silver Certified Partner and the largest Cisco Reseller in our region.

Established in 1988, Global Data Systems has grown from its corporate headquarters in Lafayette, LA to include five branch offices which help to service a customer base throughout Louisiana, Mississippi, Arkansas, Tennessee, Texas and Alabama.

Remedy Activities

Relationship with Remedy

Global Data Systems is currently a Value Added Reseller with Remedy.

Employees

Global Data Systems currently has a staff of 49 employees working throughout the company's six office locations.

Global Data Systems Service Skills

Remedy Approved Consultants 1(in training)
First Line Support Staff7
Training Staff
Education Staff1
Project Manager2
Applications Engineer1

Global Data Systems' Business Expertise

While Global Data Systems offers complete LAN, WAN & Enterprise solutions for our growing customer base, management solutions are also at the core of our specialties at GDS. We have teamed up with experts in network management to offer you turnkey solutions from the best names in the business. GDS has a strong relationship with Hewlett Packard and we are proud to be HP Openview Certified. What that means to you is that we have the products, personnel and resources to effectively and efficiently manage and troubleshoot your companys network from our Network Operations Center at our Lafayette Corporate Headquarters.

Global Data Systems is also constantly looking for better and more innovative ways to ensure customers are receiving the most prompt and efficient service possible at all times. We know that the investment made in a company's network is substantial and any downtime can be costly in terms of both productivity and profitability. That's why GDS has implemented and refined a state-of-the-art Help Desk Operation to better serve our customers business interests when a fast, efficient resolution to a network problem is needed. Our Help Desk and support services are available 24 hours a day, seven days a week.

Strategic Positioning

Special Strengths

Global Data Systems considers that the following points differentiate them in the Remedy market:

- Cisco Systems Silver Certified Partner
- HP Openview Certified
- End to End Network Integration Services
- Pre-Sales Network Design and Consulting
- 24 x 7 Help Desk Services

Industry Knowledge and References

Global Data Systems has specific focus on the following vertical markets:

- Manufacturing
- Professional, Technical and Scientific Services
- Public Administration

GMSI (Global Management Systems Inc.)

UAR

Remedy Partner since:

1990

Contact Information

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Company Background

Global Management Systems Incorporated (GMSI) is an information network and computer systems integration company providing consulting and focused support services to large corporate and government enterprise customers. GMSI designs, implements, and improves enterprise information systems for a wide range of commercial and government customers. GMSI was founded in 1988 by Hilton H. Augustine, Jr., presently Chairman and Chief Executive Officer. GMSI's headquarters are located in Bethesda, Maryland, in the heart of the Montgomery County high-technology business district.

GMSI has strategic partnerships with industry leaders such as Remedy, Microsoft, Novell, Banyan, Cisco, Digital Equipment Corp., Oracle, Hewlett-Packard, Sybase, Bay Networks, PC Docs, and others to provide complete integrated solutions to our customers.

Remedy Activities

Relationship with Remedy

GMSI has been a Remedy business partner since 1990, both as a Systems Integrator (SI), as well as a Value Added Reseller (VAR). GMSI resells the complete Remedy product line. They will soon begin sales training on the Remedy@Work product line.

Employees

GMSI has over 260 employees. 20 of those people are dedicated Remedy project staff.

GMSI's Consulting Skills

Remedy Approved Consultants4	
First Line Support Staff	
Training Staff1	
Education Staff1	
Project Managers4	

GMSI's Business Expertise

GMSI provides its customers with the highest quality of network and information management systems. GMSI has extensive experience in designing and implementing integrated customer support centers that offer custom Remedy-based workflow solutions. Their team of Remedy Approved Consultants (RACs) and designers have integrated Remedy products with other leading NMS, CTI, and LRM products. Whether its an out-of-the-box Remedy AR System solution or a customized workflow-based application, GMSI has the experience to put it together.

Strategic Positioning

Special Strengths

GMSI offers superb systems integration expertise; strategic information systems planning and implementation; design and support for expert intelligent systems for inward and outward looking customer service centers; database modeling, implementation and integration; computer network design, implementation, management and migration.

GMSI considers that the following points differentiate them in the Remedy market:

- GMSs ability to quickly evaluate their customers' workflow processes and translate them into custom Remedy solutions which increase quality and productivity
- GMSs proven experience in integrating new technologies with Remedy to provide almost unlimited solutions and possibilities to our customers

Industry Knowledge and References

GMSI does not target specific vertical markets, but has significant experience in the following areas:

- Telecommunications
- Public Administration
- E-Commerce

More specifically, GMSI is experienced with the following types of projects, which span a variety of industries:

- Integrated customer support centers with NOC/call center capabilities.
- On-site and remote network management services that provide custom support solutions.
- Custom enterprise information management solutions.

Exhibit 1 shows GMS\$ Remedy revenues in the U.S. by vertical markets.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Telecommunications	ISP NOC/Call Centers	40%	25%
Public Administration	Commercial/Government	30%	55%
Manufacturing		20%	15%
Professional, Scientific and Technical Services	Data Processing	10%	5%

Source: Global Management Systems, Inc.

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
UUNet	Internet Service Provider	Designed and implemented an integrated customer support solution that utilizes NMS, CTI, and AR System products
Iridium	Telecommunications	Designed and implemented a customer services management system
US House of Representatives	Government	Designed and implemented a call tracking system that supports both internal and external requests for services and information
ADP	Electronic Payment Services	Designed and implemented a custom workflow solution for tracking changes to the many ADP customers and configurations

Source: Global Management Systems, Inc.

ICS

URR

Remedy Partner since:

1996

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Company Background

Please refer to their website for company information.

Remedy Activities

Employees

ICS currently has 4 employees devoted to Remedy.

ICS' Consulting Skills

Remedy Approved Consultants	2
First Line Support Staff	2
Fraining Staff	2

ICS' Business Expertise

Please refer to their website for information on their business expertise.

Strategic Positioning

Special Strengths

ICS considers that the following points differentiate them in the Remedy market:

 Integration with IT management systems, offering a complete set of products compliant to ITIL standard.

Industry Knowledge and References

ICS has specific focus in the following vertical markets:

- Manufacturing
- Finance and Insurance

InteQ

UAR

Remedy Partner since:

1995

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Consulting: www.inteqnet.com Software: www inteqsoft.com

Company Background

InteQ is a pioneering leader in management consulting for enterprises that seek to deliver new levels of service and performance from their IT infrastructure while maintaining or reducing its costs. The firms solutions focus on two key areas: enterprise service management and enterprise technology management.

The firms service management solutions are targeted at exceeding the service level expectations of its clients' internal and external customers. The firms technology management solutions focus on maximizing the performance and availability of the IT infrastructure.

Remedy Activities

Relationship with Remedy

InteQ entered into a partnership with Remedy in 1995. Today, the company is one of the top Remedy Channel Partners. InteQ is committed to providing the services necessary to assist customers in the successful end-to-end deployment of Remedy solutions.

In 1998, InteQ spun off a software group and extended its relationship with Remedy by becoming a Remedy Product Partner. InteQ Software enhances Remedy AR System web capabilities with NetXS Java Client and NetXS Development Toolkit to integrate Remedy functionality with any e-commerce or self-service web applications. InteQ Software will soon release AR-Rhythm, a product to help customers with change, configuration and data management of Remedy environments.

Employees

InteQ Corporation is committed to customer satisfaction. To insure customer satisfaction, InteQ employs high quality consultants with many areas of expertise. As a team, the firms consultants partner with customers to define critical business processes and apply appropriate technologies that deliver timely and effective solutions.

InteQ Corporation has a staff of 32 developers and consultants in the United States and abroad that focus on delivering Remedy solutions and services.

InteQ's Service Skills

Remedy Approved Consultants1
Business Consultants2
Project Managers2
Solution Architects
Technical Consultants8
Application Developers12
Sales and Support

InteQ has a total of 32 highly skilled Remedy staff members. The Business Consultants and Solution Architects have a broad range of expertise including ERP, ITSM and ESM with an average of twelve years of industry experience. The Technical Consultants are trained to deploy Remedy solutions rapidly and assist with the integration and customization of Remedy

solutions into the enterprise. The Application Developers have an in depth knowledge of Remedy development, interface design, API programming, Java, and custom Web based solutions.

InteQ's Business Expertise

InteQ Corporation is a disciplined consulting company focused on two practice areas: 1) Enterprise Service Management (ESM), which includes internal/external consolidated service desks, employee relationship management, customer care and 2) Enterprise Technology Management (ETM), which includes service management of the IT infrastructure.

InteQs investments and strategic objectives are all driven from these two practices. The results is a focused team that understands how to design and implement realistic solutions that can dramatically improve the quality of services delivered throughout an enterprise.

InteQ has service offerings to address the needs of both small and large companies. These service offerings include:

- Assessments
- Performance audits
- Package implementation
- Enterprise application integration
- Network and systems management integration
- Custom application development
- Maintenance and support

InteQ Corporations consulting methodology is known as ADDEDTM Value Methodology (Assess, Define Design, Educate and Deploy). InteQ works closely with its customers to understand their short and long-term business requirements, to leverage appropriate technologies in the solutions, to transfer knowledge, and to provide support at deployment and beyond. This approach leads to successful solutions, long term relationships, and customer satisfaction.

Strategic Positioning

Special Strengths

InteQ considers that the following points differentiate them in the Remedy market:

- Utilizing industry best practices and proven methodologies that are consistent with leading edge companies.
- Providing experienced business management and it industry experts that manage and deliver high quality and successful projects that are cost effective and on time.
- Being customer focused and objective when recommending tools or vendors that best fit the customers environment, budget, strategy, and vision.
- Offering a full spectrum of enterprise level support services that are enhanced by the firms in-house resources and partners.
- Developing services and solutions focused on business results that help customers create world class customer support services.

Industry Knowledge and References

InteQ's customers cross a variety of markets, geographies, industries, and sectors. The firm has concluded successful engagements with some of the worlds largest and most prominent organizations. InteQ clients include Bose Corporation, Fresenius Medical Care, John Hancock, MediaOne (US West), State Street Bank, Staples.

InteQ has specific focus in the following vertical markets:

- Finance and Insurance
- Manufacturing
- Healthcare and Social Assistance
- Retail Trade

INTRASOFT S.A.

URR

Remedy Partner since: 1997

Contact Information

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Company Background

INTRASOFT is the largest information technology company in Greece, with a very strong presence in international markets, particularly in Western Europe. The companys main activities include the following:

- Development and integration of Information Systems
- Development of various software products (e.g. banking, telecommunications, business automation, etc.)
- Provision of various types of services related to the above, as well as outsourcing and managed services in different areas

The customer base consists of public organizations, European community institutions, banks, telecommunication operators and large private companies.

Selected Financial Data - 1998	
Sales	18,500
Exports	7,000
Fixed Assets (Net) & Shareholdings	
Investment	2,300
Shareholders'Equity-	
Share Capital	3,219
Profit Before Tax	3,500
Dividend per Share-	
Personnel	700

Remedy Activities

Relationship with Remedy

INTRASOFT entered into a partnership with Remedy in 1995. Today the company is a Value Added Reseller of all Remedy applications.

Employees

INTRASOFT has 700 personnel, nine of which are Remedy staff.

Intrasoft's Service Skills

Remedy Approved Consultants	3
First Line Support Staff	2
Training Staff	1
Project Manager	1
Other	2
Total Remedy Staff	9

One of the two consultants and the two first line support staff, are trained at the Remedy European headquarters in the United Kingdom as well as at the corporate headquarters in the United States.

Industry Knowledge and References

Intrasoft has specific focus in the following vertical markets:

- Finance and Insurance
- Public Administration
- Telecommunications
- · Professional, Scientific and Technical Services

ISM GmbH

UAR

Remedy Partner since:

1996

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Company Background

ISM GmbH, established in 1992, is a leading German provider of system management, desktop management, and help desk solutions.

ISMs objective is to offer its customers a help desk solution based on a compilation of all relevant data extracted from the desktop and network management systems.

Using Remedys AR System, this collected data can be administered and executed.

Remedy Activities

Relationship with Remedy

ISM entered a partnership with Remedy in 1998 and is a Value Added Reseller of all Remedy applications

Employees

ISM has 35 employees, approximately 25 of which are highly specialized and skilled technical staff.

ISM's Consulting Skills

Remedy Approved Consultants	3
First Line Support Staff	4
System Engineers	10
Consultants	8

ISM's Business Expertise

- Desktop Management with INTEL LANDesk Management Suite
- Network Management with HP Open View Network Node Manager
- Software Distribution with ISM Dynamic Distribution Suite
- Windows NT Domain Management with FASTLANE Products
- Help desk with Remedy AR System

Strategic Positioning

Special Strengths

ISM considers that the following points differentiate them in the Remedy market:

 A deep knowledge of all aspects of the integration of desktop management systems and network management systems into the Remedy help desk

Industry Knowledge and References

Due to the universal character of products, ISM does not serve vertical markets. ISM customers are found in all branches of business.

Selected Customer Projects

Customer	Industry	Project Details
Lufthansa AG	Flight Carrier	
BMW	Automotive	
BASF	Chemical Industry	
PolyGram	Entertainment	
Siemens	Electronic Industry	

Source: ISM

IT Masters

UAR

Remedy Partner since:

1992

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Company Background

IT Masters specializes in IT Enterprise Management. The firm services the operational side of enterprise management with the IBM/Tivoli, BMC Patrol and MasterCell suite of products. It services the administrative side (including help desk, asset & change management, and SLA) with Remedy. IT Masters offers consultancy, education, distribution and development in seven countries in Europe and the United States. IT Masters complements Remedy with Knowledge Base (Primus), Remote Control (Timbuktu) and Self-Healing systems (Tioga).

In 1997, IT Masters had worldwide revenues of \$6.5 million and has more than 80 employees working in eight different languages worldwide. With its international operations and multilingual support, IT Masters positions itself as an ideal solution provider for multinational corporations and international institutions.

Remedy Activities

Relationship with Remedy

The IT Masters founders entered into a partnership with Remedy in 1992. Today, the company is a Value Added Reseller of all Remedy applications and specializes in the deployment of Remedy in broad global enterprise management initiatives that require tight integration of Remedy with the Tivoli/IBM Environment and MasterCell.

IT Masters has developed MasterDocumenter, a companion tool to Remedy that can automatically document a Remedy application. It detects and verifies all the active links in a Remedy application. In addition, it can help reverse engineer an existing system while it automatically detects and verifies all of its active links and their potential contradictions.

IT Masters has also developed MasterCell. This unique distributed and intelligent event management system can be placed as close to alarm sources as possible. Each cell in the system can filter, refine, and correlate hundreds of events as it tries to resolve each problem locally. When local problem resolution is impossible, Remedy generates a trouble ticket.

Employees

IT Masters has more than 80 staff members worldwide. In Europe, 20 of them are specialized in Remedy.

IT Masters' Service Skills

Remedy Approved Consultants	11
Remedy Consultants	5
First Line Support Staff	2
Training Staff, Remedy Certified	3
Project Managers	8
Other	11
Total Remedy Staff	20

IT Masters has been building its extensive Remedy capabilities since the origin of Remedy itself. Some of the firms staff members are former Remedy employees with experience in Remedy development and integration.

IT Masters uses a rigorous selection and training process. The firm recruits experienced management consultants then puts them through a proven education track beginning with intense Remedy accredited training

at the IT Masters University in London, UK. After initial training, the recruits work as junior consultants on medium sized projects under the supervision of a Senior Remedy Approved Consultant. This allows them to build a thorough understanding of IT Masters' methodology and experience with MasterDocumenter. After one year, they submit a request for certification to Remedy and pass the independent tests required. This intense selection and training process has helped IT Masters build an international team that can handle a Remedy project virtually anywhere.

All IT Masters consultants are certified by Remedy and the firms other suppliers.

IT Masters' Business Expertise

Focusing on IT enterprise management systems, IT Masters developed specific tools to complement both Remedy and Tivoli:

- MasterDocumenter: allows one to document, search and navigate workflow items and forms in a Remedy application. It compliments the Administrator Tool by producing detailed documentation in Microsoft Word format. It can also easily navigate through a Remedy application by simple point-and-click, search any string (which filter starts a specific action, which active link launches an external program, etc.).
- MasterCell: a distributed and intelligent event management system, fast and lightweight, capable of simultaneously handling thousands of events and presenting them after alarm correlation to as many operator consoles as required. Each cell can function as a complete event manager or as part of a distributed network of cells.

Strategic Positioning

Special Strengths

IT Masters considers that the following points differentiate them in the Remedy market:

- A strong international network of Remedy Approved Consultants and event management specialists using specific IT Masters methodology and tools to tackle any IT enterprise management problem
- An ability to deploy global multinational help desks and management systems very efficiently
- Expertise and capability to handle a project from education to technology transfer

Industry Knowledge and References

IT Masters has specific focus on the IT enterprise management for mid-tier to high-end markets.

Exhibit 1

Selected Customer Projects

Customer	. ' Industry	Project Details
Belgacom	Telecommunications	IT Masters implemented a customer service desk with an underlying knowledge base for this GSM network provider. This system allows a help desk operator to have full knowledge of a users problem.
Petrofina	Oil and Chemical	IT Masters implemented a complete help desk for tracking all IT problems in the international organization. This project involves Asset Management, SLA, and integration with Tivoli.
UCB Pharma	Pharmaceutical	IT Masters designed and deployed an international Knowledge Base help desk with discovery integration with SMS and SLA.
Switch	Airport Control	IT Masters deployed an integrated, semi automatic defect tracking system that combines Remedy with an Airport Operation Tool.

Source: IT Masters



UAR

Remedy Partner since:

1998

Contact Information

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Company Background

LIAS-NETWORX Network Integration Ltd. (LNX), established in 1996, is Hungary's leading network integration company. LNX serves more than 1500 clients in Hungary. In 1998, LNX had revenues of \$15 million in Hungary.

LNX provides solutions for every networking problem, including structured cabling systems, local and wide area networking, and network applications like e-mail and EDI. One of the key issues is network management and operation, which includes the help desk system as well.

Remedy Activities

Relationship with Remedy

LNX entered into a partnership with Remedy in 1998. Today, the company is a Value Added Reseller of all Remedy applications.

Employees

LNX has over 90 employees, of which six are dedicated to Remedy.

LHK's Consulting Skills

Project Directors	1
Business Consultants	1
System Engineers	2
Product Managers	1
Product Assistant	1

The Remedy technical staff is trained by Remedy directly or at Remedy approved education centers.

LNK's Business Expertise

LNX is mainly involved in the following two types of projects:

- Large networking projects, where network management is essential, including help desk.
- Internal help desk for IT operations or external customer support for any kind of business.

Strategic Positioning

Special Strengths

LNX considers that the following points differentiate them in the Remedy market:

- Outstanding knowledge of networking, especially network management (HP OpenView, Tivoli NetView or Cabletron Spectrum)
- Extensive resources in Hungary

Industry Knowledge and References

LNX has specific focus on the following vertical markets:

- Public Administration
- Finance and Insurance
- Transportation and Warehousing
- Utilities

Remedy Activity By Revenue And Vertical Market

Dertical Narket	Sub-Segment	% of Revenues	% of Projects
Finance and Insurance	Banking	70%	N/A
Manufacturing	Chemical Processing	N/A	N/A
Retail Trade	Distribution	N/A	N/A
Health Care and Social Assistance	Hospitals	30%	N/A

Source: LNX

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Hungarian National Bank	Banking	Internal help desk system for supporting the daily IT operations
Hungarian Foreign Trade Bank	Banking	Internal help desk system for supporting the daily IT operations
Hungarian National Health Insurance	Public Administration/Insurance	Internal help desk for network management and WAN network operations

Source: LNX

Merkantildata

UAR

Remedy Partner since:

1995

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Company Background

Merkantildata is a leading distributor and supplier of computer and telecommunication solutions in Scandinavia. Merkantildatas operations include system integration, applications, communications and distribution. In order to have a dynamic organization, the management of each business segment and the coordinating management for each country is located

near the customer and the market. Merkantildata thus becomes a local supplier seeking to achieve maximum synergy from its product know-how.

Merkantildata is Norway's largest independent IT supplier of infrastructure, data communication, operation, training, consulting, service and applications. As of December 31, 1997 Merkantildata had a total of 795 employees in Norway.

Remedy Activities

Relationship with Remedy

ProsjektLeveranser AS became Remedys first Value Added Reseller in Norway in 1995, and through its activities increased the number of Remedy installations in Norway by more than 500% in two years. Since Merkantildata acquired ProsjektLeveranser in 1997, Merkantildata has remained the number one supplier of Remedy AR System software and services in Norway.

Merkantildata is also a Remedy user, with all its Nordic services and support handled through the Remedy AR System, on a Nordic basis. Merkantildata's Remedy Approved Consultants and trainers are responsible for most of the Remedy-oriented technical services provided in Norway.

Employees

All Merkantildata technical personnel have experience with the Remedy AR System, as it is used internally for all support and services provided to end-users, including the logging of hours spent on service tasks and consulting projects. The total amount of AR System experience among our Remedy consultants is approximately 20 man-years.

Merkantildata's Service Skills

Remedy Approved Consultants	3
First Line Support Staff	1
Training Staff	1
Education Staff	1
Project Manager	3
Remedy-oriented consultant staff	4

Merkantildata's Business Expertise

Merkantildata currently serves an entire range of customers, from small businesses with a relatively simple local network to international enterprises with demanding solutions. Merkantildata can offer solutions and expertise for all phases of the customers IT needs, including consultancy services and total projects, involving operation, facility management tasks and outsourcing.

Strategic Positioning

Special Strengths

Merkantildata considers that the following points differentiate them in the Remedy market:

- They are the largest IT organization in the geographical market they cover, with a technical expertise in system integration, WindowsNT, Unix, communication, network and system management that is second to none. As a Remedy partner, they have more installations in Norway than any other partner, with extensive experience from installations at small, medium and large sites.
- Merkantildatæ organization in Norway includes more than 400 technical staff all of whom have some experience with Remedy products:
 Merkantildata is itself one of the largest Remedy AR System users in Norway.
- Through their own expertise in areas that include telephony, groupware, inter- and intranet applications, system and network management and commercial applications such as financial, human resources, logistics and ERP systems, they have a unique ability to create integrated solutions for their customers.

Industry Knowledge and References

Merkantildata has specific focus in the following vertical markets:

- Finance and Insurance
- Telecommunications
- Public Administration
- Manufacturing

MicroAge

UAR

Remedy Partner since:

1998

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Company Background

MicroAge brings its process, focus and best practices to each engagement, ensuring that the firms solutions help lower costs and enhance clients'return on investment. The firms expert consulting, program and project management discipline, and highly skilled technical staff strive to deliver results anywhere, anytime. The firms goal is to provide one hundred percent availability so clients can focus on their strategic business needs and leave their IT worries to MicroAge.

MicroAges award-winning solutions are anchored in both experience and methodology. The firms philosophy is simple: develop, implement, and manage service solutions that enhance the availability and performance of the systems, networks and application that clients leverage to support their businesses.

Remedy Activities

Relationship with Remedy

MicroAge entered into a partnership with Remedy in early 1998. Today, the firm is a system integrator, reseller and consultant for Remedy applications.

Employees

MicroAge has 75 Remedy staff and 3 Consultants.

MicroAge's Service Skills

Project Managers	. 9
Business Consultants	. 3

Partnering with Remedy allows MicroAge to focus its help desk core competency with a core product. The firms extensive background in process improvement, service and support consulting has given it great insight into the limitations and challenges of help desks. Partnership with Remedy allows the firm to focus on one product and to specialize in the implementation and support of the Remedy product. MicroAge offers a complete solution centered on help desk and support services.

Strategic Positioning

Special Strengths

MicroAge considers that the following points differentiate them in the Remedy market:

- Process engineering
- Project management
- Consulting services
- Staff augmentation
- Ongoing program management

Industry Knowledge and References

MicroAge has specific focus in the following vertical markets:

- Healthcare and Social Assistance
- Manufacturing
- Public Administration

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Healthcare and Social Assistance	N/A	25%	N/A
Manufacturing	Aerospace	25%	N/A
Public Administration	N/A	20%	N/A
Miscellaneous	N/A	10%	N/A

Source: MicroAge

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Healthcare Company	Healthcare	Executed a needs assessment for an existing Remedy customer. Performed process reengineering.
Government	Government	Executed a blueprint analysis to implement a help desk process.
Miscellaneous	Miscellaneous	Application development based on an existing Remedy customer service desk.

Source: MicroAge

Moammar Information Systems (MIS)

UAR

Remedy Partner since:

1996

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Company Background

Moammar Information Systems (MIS) was established in 1979 to market, install and support a wide range of high-technology products. MIS is a leading solution provider in technology and associated services in Saudi Arabia and the Arabian Gulf area.

Remedy Activities

Relationship with Remedy

MIS entered into a partnership with Remedy in 1996. Today, the company is a Champion VAR for all Remedy applications.

Employees

MIS has a total of over 100 employees, five of which are dedicated to supporting the Remedy product line.

MIS's Service Skills

First Line Support Staff5
Training Staff
Project Manager1
Total Remedy Staff8

MIS's Business Expertise

The following is a list of the MIS Division by products:

GIS Division

 Geographical Information Systems from Environmental Systems Research Institute, "ESRI".
 Mapping and Geographical Information Software ARC/INFO and its related products.

System Management Division

- Remedy: AR System is a highly adaptable client/server software application that enables you to react quickly to change and to automate the internal operations of your organization.
- BMC: The world leader in providing performance and planning management products available across major computing platforms including UNIX, MVS, VM, OS/400, Open VMS, OS/2, and networks.
- Dazel: Worldwide Leader for the Enterprise Output Management.
- SMARTS: (System Management ARTS) Develops software to automate the operations management of complex network system

Technical Division: MIS is a business partner of the following:

- Sun Microsystems
- Compaq
- Cisco
- Oracle

Strategic Positioning

Special Strengths

MIS is able to provide a total solution to clients.

Industry Knowledge and References

MIS has specific focus in the following vertical markets:

- Public Administration
- Utilities
- Finance and Insurance
- Manufacturing

HCH Systems A/S

VAR

Remedy Partner since:

1995

Contact Information

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Company Background

NCN Systems A/S was founded in October 1994. With more than four years of expirence NCN Systems A/S has more to offer than any other in the Scandinavian Problem Management industry.

NCN Systems A/S specializes in the integration of Remedy AR System products into enterprise business applications as well as network and systems management.

NCN Systems A/S is the ideal partner for small as well as large organizations wanting to improve the quality of their business.

NCN Systems A/S operates from headquarters in Copenhagen, Denmark and Stockholm, Sweden and has more than 30 employees focusing on problem management and help desk solutions. The services NCN Systems A/S provides include: consulting, support, training and project management. NCN Systems A/S is a certified consulting and training partner for Remedy products.

Today, NCN Systems A/S has more than 30 customer sites with Systems Management and Help desk products.

NCN Systems A/S has developed close relationships with the leading suppliers of Enterprise System Management products. They work closely with these companies to ensure that their solutions and services continue to support your business.

NCN Systems A/S has also developed relationships with the leading Computer Telephony Integration (CTI) solutions suppliers.

NCN Systems A/S highly values these partnerships and encourages cooperative relationships to market and sell Help desk solutions, further expanding business.

The strength of their knowledge and the depth of their commitment has inspired confidence in their customers and given them a clear edge over their competitors, both in number of customer sites as well as product partner relationships.

Remedy Activities

Relationship with Remedy

NCN Systems A/S is a Remedy Value Added Reseller, Remedy Approved Consultant and Remedy Education Channel Partner.

Employees

NCN Systems A/S has 30 employees.

HCH Systems A/S's Consulting Skills

Remedy Approved Consultants	Yes
First Line Support Staff	Yes
Training Staff	Yes
Education Staff	Yes
Project Manager	Yes

HCH Systems A/S Business Expertise

NCN Systems A/S is mainly involved in the following two types of projects:

- Remedy Approved Consultant (RAC) NCN
 Systems Consulting Services organization works
 with you to maximize the adaptability, scalability
 and maintainability of your help desk or
 consolidated operations management applications.
 NCN Systems A/S has knowledgeable systems
 professionals who provide application analysis,
 design review, and implementation assistance.
- As a Remedy Education Certified Channel Partner, NCN Systems A/S offers an entire suite of courses on the AR System and companion products at their training center in Skovlunde, Denmark. All classes

are delivered in a lecture/lab format to create a training environment conducive to learning. After receiving detailed instructions from NCN Systems A/S professional instructors, students reinforce the learning process by participating in hands-on lab exercises.

 Customers with several students to train can take advantage of NCN Systems On-Site training classes. Students enjoy the convenience of attending training at their location while minimizing expenses, travel time, and time away from work. NCN Systems A/S provides the instructor and course materials while the customer provides the classroom and lab equipment.

Areas of expertise and range of services: help desk applications analysis, change management, design review, defect tracking, implementation assistance, configuration management, asset management and service level agreements.

HetMaster, Lda.

UAR

Remedy Partner since:

1998

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Company Background

NetMaster-Tecnologias de Informação, LDA, is a Portuguese company, founded in 1998, integrated in the Group SOL-S/NETMASTER/DIRAC, a group focused in the information technology market, with specialized companies in the open systems, network and communications area.

NetMaster focuses on the distribution of value added products and having the necessary know-how to train, certify and support channel partners.

Currently, NetMaster has distribution agreements with CheckPoint Technologies (FireWall-1 products), Remedy Corporation (AR System products), Intershop (e-commerce), Olicom (network products) and Omtool (fax server) among others.

NetMaster's main clients are System Integrators, VARs, resellers and consulting enterprises.

Remedy Activities

Relationship with Remedy

NetMaster's primary function is to distribute value-added products. NetMaster has developed several partnerships with the leading providers of IT products. NetMaster has established a partnership with Remedy in

order to fulfill their clients needs for help desk products. Remedy, as the leader in this area, allows NetMaster to provide their clients with the best and highest quality solutions.

Employees

The Group SOL-S/NETMASTER/DIRAC employs about 60 people with solid expertise in their primary functions. NetMaster has separate divisions for each of the products they sell.

HetMaster's Service Skills

Remedy Approved Consultants
First Line Support Staff
Training Staff
Education Staff
Project Manager
Project Consultants

NetMaster's Business Expertise

NetMaster distributes only high-tech products, normally called value added products that require experience and know-how to be implemented. NetMaster has the technical support and human resources to help channel partners develop solutions for their end-user clients. NetMaster is certified to develop, support, certify and give training on the products they sell. The main areas that Netmaster products cover are: networking, help desk, Internet/Intranet, security and other specific development tools and applications (eg. fax server).

Strategic Positioning

Special Strengths

NetMaster considers that the following points differentiate them in the Remedy market:

- Quality of service
- Competence and know-how with regards to the products
- Support
- Response and delivery time
- Marketing support

Next Generation Solutions

UAR

Remedy Partner since:

1997

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Company Background

Next Generation Solutions (NGS) was founded in 1995 to provide help desk and call center solutions for the growing client relationship management market place.

Today, NGS has a national presence across Canada through which they provide help desk, enterprise wide call center and large-scale integration services to their expanding client base that exceeds 250 Fortune 500 companies.

Remedy Activities

Relationship with Remedy

NGS entered into a partnership with Remedy in 1997. Today the company is a Value Added Reseller of all Remedy applications.

Employees

NGS has highly trained industry-certified technicians and sales professionals throughout Canada.

HGS's Consulting Skills

Remedy Approved Consultants	1
Business Consultants1	С
Project Directors	6
Applications Consultants 1	0
Project Managers1	0

All new Remedy consultants are trained at the Remedy training center in California.

NGS only recruits "best of breed" management consultants who are graduates of the Remedy training program.

NGS has over 350 successful implementations. They collaborate with its customers in order to leverage knowledge and experience, so that they are able to meet their clients' help desk, support center, and related operations needs.

Next Generation Solution's Business Expertise

The value NGS brings to its customers is their understanding of the issues involved in deploying and managing applications in a heterogeneous client server module, where business processes, system performance and data management are integral to the success of the business. NGS'strength lies in its skilled team of consultants, system specialists, instructors and sales professionals who understand the customers challenges and provide solutions through the following:

- Business needs and workflow assessment
- Design
- Tool choice
- Tool integration and implementation
- Customization
- Training
- Post sales consulting
- Local and on-going support

Strategic Positioning

Special Strengths

NGS considers that the following points differentiate them in the Remedy market:

- Expertise in implementing over 350 automated event, workflow and support management sites
- Full-service in-house implementation expertise
- NGS represents industry leading, proven technology
- Experience dealing with a large number of different service-orientated organizations
- Experience in enabling best practice workflow processes to achieve smooth, seamless call handoff between service delivery roles
- Experience in implementing consolidated IT management solutions
- Providing a single point of access to information about workstation and equipment configuration and service history for all ITS supported customers and equipment
- Experience in providing service and workload management information for analysis
- Offering a year 2000 compliant solution

Industry Knowledge and References

NGS has specific focus in the following vertical markets:

- Finance and Insurance
- Computer and Electronic Product Manufacturing
- Health Care and Social Assistance
- Educational Services

Retail Trade, Transportation and Warehousing, Manufacturing, and Information are additional markets that NGS has experience with.

Omniscope

UAR

Remedy Partner since:

1997

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Company Background

Omniscope Company:

- Remedy Partner for Mexico
- Tivoli Partner for Mexico and Colombia
- Security Dynamics Partner for Latin America
- HP, CISCO, Cabletron, IBM, UB Networks and 3Com network management implementation
- Integration Solutions and SCANDA Methodology

Remedy Activities

Relationship with Remedy

Omniscope Company entered into a partnership with Remedy in 1998. Today, Omniscope is a Value Added Reseller of all Remedy applications.

Employees

Omniscope Company has 32 Remedy staff.

Omniscope's Service Skills

Remedy Approved Consultants2
First Line Support Staff
Training Staff
Education Staff2
Project Manager2

Omniscope's Business Expertise

Help Desk solutions for workflow design and implementation; help desk outsourcing; re-engineering services; and SCANDA methodology implementation.

Global Management Services including multiple console integration; intelligent event management; nonopen environment integration; and links to different communication services.

Network Management in the areas of solution design and implementation; procedure development and workflow; base-lining and traffic analysis; special application development; LAN/WAN modeling and simulation; and NOC operations.

System Management of solution design and implementation and management center operations.

Omniscope also provides the following functions: performance, fault management, distributed backups, security, users and group configurations, resource accounting, software distribution, job scheduling, and service level definition.

Strategic Positioning

Special Strengths

Omniscope considers that the following point differentiates them in the Remedy market:

Within the information technology market,
 Omniscope is the company in The Scanda Group
 that is responsible for offering management
 solutions and information system controls in
 distributed environments. Strategy is based on
 systems management, network management,
 consolidated operations and security.

Industry Knowledge and References

Omniscope Company has specific focus in the following vertical markets:

- Finance and Insurance
- Telecommunications
- Public Administration

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
Banamex	Banking	
Telmex	Telecommunications	
Banorte	Banking	
Bital	Banking	

Source: Omniscope

Onix Networking Corp.

UAR

Remedy Partner since:

1997

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Company Background

Onix Networking is a Value Added Reseller of PC-toenterprise software and services. Founded in 1992, it is a privately-held company with offices in Cleveland, Los Angeles, and Washington, D.C.

As an industry leader in enterprise connectivity, network security, decision support, and data warehousing, Onix Networking has customers in all fifty states and sells its product line to corporate customers, the Federal government, state and local governments, and educational institutions.

Remedy Activities

Relationship with Remedy

Onix Networking began selling Remedy products to state and local governments in 1996. In 1998, Onix Networking became a full Remedy partner and began offering all of the Remedy applications and services to corporations and governments in the Great Lakes region and nationwide.

Onix Networking's Service Skills

Remedy Approved Consultants	Planned
Remedy Trained Sales Consultants	10
First Line Support Staff	1
Training Staff	Planned
Education Staff	Planned

Onix Networking currently partners with Remedy and other consulting firms with extensive Remedy experience as necessary to provide their customers with a total Remedy consulting, training and services solution. The firm plans to hire up to three new RAC consultants in 1999.

Onix Hetworking's Business Expertise

Onix Networking is a specialized Value Added Reseller of PC-to-enterprise solutions. The firms areas of expertise include business intelligence/decision support reporting solutions, help desk/asset management software, knowledge base software, network connectivity, notebook video conferencing, Y2K tools, and Internet/Intranet network security.

In addition to their relationship with Remedy, Onix Networking is an authorized VAR for a number of other hardware and software manufacturers including: Hummingbird Communications, Netmanage/FTP Software, ServiceWare, Apropos, Infoseek, Seagate Software, Nogatech, and Data Integrity Inc.

Onix Networking has extensive experience with diverse networking connectivity requirements. Its experience includes successful deployment of tens of thousands of PC clients for enterprise network communications and security. The firm has provided business intelligence software, networking software, and security products to many types of clients from Fortune 100 companies to government agencies such as the Pentagon and the White House Communications Office.

Strategic Positioning

Special Strengths

- Onix Networking offers expertise in the Business Intelligence marketplace. The firm can offer extensive deployments of reporting tools for Remedy and all their clients'corporate relational databases or data warehouses, with either Hummingbird Communications' Remedy Quick Start Program, which they provide at no cost to their customers, or with Seagate Softwares Crystal Reports.
- Onix Networking has partnered with some of the strongest Remedy consultants to provide a Fast Turnkey"Help Desk solution for small to mid-tier companies.

Industry Knowledge and References

Onix Networking has specific focus in the following vertical markets:

- Public Administration
- Finance and Insurance
- Healthcare and Social Assistance

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Public Administration	Government	25%	30%
Finance and Insurance	Financial	15%	10%
Finance and Insurance	Insurance	15%	15%
Healthcare and Social Assistance	Healthcare	20%	20%

Source: Onix Networking Corp.

Selected Customer Projects

Customer	Industry	Project Details
Department of Defense - US Army	Government	Provided secure connectivity to PCs, UNIX, and NT servers and mainframes. Improved secure communication via Internet/Intranet tools. Provided business intelligence tools to assist in reporting from large data warehouse, Remedy help desk, and small data marts in an easy to use Web client.
Anthem Blue Cross/Blue Shield	Insurance	Provided business intelligence tools to assist in reporting from help desk and Terradata. In the process of deploying three-tier architecture to provide Ad-Hoc Query reporting tools through a thin web client.
Cleveland Clinic	Healthcare	As a result of several acquisitions, Cleveland Clinic had a severely bulky and mismanaged WAN. Onix assisted in combining multiple location and multiple platform networks into a finely tuned secure environment for network communication, multi-location consolidated service desk and business intelligence reporting.
Fortune 100 Financial Management Company	Financial	Designed nationwide business intelligence processes. Deployed Ad-Hoc Query reporting tool using Remedy to handle help desk, asset tracking and Y2K change tracking.

Source: Onix Networking Corp

Ostream Software, Inc.

UAR

Remedy Partner since:

1998

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Company Background

Ostream Software, Inc. was founded in 1997 to design and implement solutions that support help desks and field-based service organizations in their efforts to streamline, integrate, and automate workflow processes for maximum efficiently. The solutions designed by Ostream are based on the Remedy AR System, the industry-leading application for help desks, and other service and support groups.

By working closely with its customers, Ostream identified several software products with broad application for Remedy AR System users and administrators. In May 1998, Ostream announced two major products that are helping customers accomplish

more with the AR System.

Remedy Activities

Relationship with Remedy

When Ostream was founded in 1997, the company entered into a Value Added Reseller agreement with Remedy Corporation for all Remedy applications.

Since that time, Ostream has also earned Remedy Product Partner Status with the Ostream Migrator and Ostream Mobile Products.

Additionally, in December 1998, Ostream and Remedy entered into a joint distribution agreement that allows customers to purchase the Ostream Migrator product directly from Remedy and its worldwide network of channel partners. The agreement makes it easier for Remedy AR System customers to implement migration changes throughout the enterprise.

Employees

Ostream has 24 employees based in the United States and Canada.

Ostream's Service Skills

Remedy Approved Consultants	3
Business Consultants	. 6
Project Managers	3
Application Consultants	5

Ostream Software specializes in adapting the Remedy AR System and integrated product suites to the business needs of individual companies.

Ostream's consulting staff combines decades of experience in improving and automating processes in a wide range of functional areas, including help desks, call centers, recruiting systems and complaint desks. Throughout the service cycle, Ostream collaborates with customers to help their businesses run more efficiently.

The firm also offers a variety of options for follow-up technical support, including support contracts customized to meet customers'needs.

Ostream's Business Expertise

Ostream develops and markets software solutions to aid businesses in automating and streamlining daily processes through the management of corporate

Information. The firm's Ostream Migrator and Ostream Mobile software solutions are helping customers accomplish more with the Remedy AR System.

Ostream Migrator allows customers to synchronize Remedy AR System development and production environments quickly and easily.

Ostream Mobile provides remote access to a central Remedy AR System database when a physical connection to the network is not available or is cost prohibitive.

Strategic Positioning

Special Strengths

Ostream considers that the following points differentiate them in the Remedy market:

- Excellent customer service reputation.
- Staff of Remedy Approved Consultants with decades of experience in improving and automating processes in a wide range of functional areas.
- Remedy and Ostream's joint development of Ostream's Migrator product provides enhanced functionality and tighter integration with the Remedy AR System.
- The joint distribution agreement between Ostream and Remedy makes it easier for Remedy AR System customers to acquire best of breed products to complete their AR System solution.

Industry Knowledge and References

Ostream has specific focus in the following vertical markets:

- Computer and Electronic Product Manufacturing
- Telecommunications
- Professional, Scientific, and Technical Services
- Public Administration

Exhibit 1

Remedy Rctivity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Computer and Electronic Product Manufacturing	N/A	N/A	25%
Telecommunications	N/A	N/A	39%
Professional, Scientific, and Technical Services	N/A	N/A	19%
Public Administration	N/A	N/A	17%

Source: Ostream Software, Inc.

Selected Customer Projects

Customer	Industry	Project Details
High Tech Company	High Tech	Remedy project planning, scoping. Business process design, Remedy design, prototyping, and implementation support for external customer support application.
Communications Company	Communications	Remedy project planning, scoping. Business process design, Remedy design, prototyping, and implementation support for internal customer support application. Ostream Migrator.
Services Company	Services	Remedy project planning, scoping. Business process design, Remedy design, prototyping and implementation support for call center solution supporting order entry, seminar registration and outbound surveys.
Government Company	Government	Remedy project planning, scoping. Business process design, Remedy design, prototyping and implementation support for an internal help desk.

Source: Ostream Software, Inc.

PC SYSCOM Scandinavia AS

VAR

Remedy Partner since: 1998

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Company Background

PC SYSCOM Scandinavia AS is a leading Value Added Reseller company representing award-winning US and European software manufacturers in the Nordic market (Norway, Sweden, Denmark and Finland). Founded in 1986, PC SYSCOM is located in Oslo, Stockholm, Copenhagen and Helsinki. PC SYSCOM has grown rapidly by developing a leading distribution channel and servicing the corporate account market. The company offers a broad line of products within help desk management, network and desktop management and remote access communications. PC SYSCOM offers these turnkey solutions within each specialized segment: consulting, training, installation, programming and systems design.

Remedy Activities

Relationship with Remedy

PC SYSCOM Scandinavia AS entered into a partnership with Remedy in 1998. Today, PC SYSCOM Scandinavia AS is a Value Added Reseller of all Remedy applications

Employees

PC SYSCOM Scandinavia AS has approximately 45 employees across the Nordic countries.

PC SYSCOM Scandinavia AS's Business Expertise

PC SYSCOM Scandinavia AS only recruits experienced management consultants who are then taken through the Remedy training program. PC SYSCOM Scandinavia AS only uses full time employees.

PC SYSCOM Scandinavia AS Remedy specialists are organized into a Nordic Remedy consulting practice with local country representation throughout the Nordic countries.

PC SYSCOM Scandinavia AS provides weekly seminars on Remedy AR System applications, and assists in onsite activities such as installation and training.

Strategic Positioning

Special Strengths

PC SYSCOM Scandinavia AS considers that the following points differentiate them in the Remedy market:

- PC SYSCOM Scandinavia AS main goal is to develop the market as a specialized value added reseller and true systems integrator. Integrating service desk systems with desktop and network management systems. PC SYSCOM also provides consultancy, systems development, project management and training for these areas. They pride themselves on developing leadership in their select market segments.
- PC SYSCOM covers all of the Nordic countries: Norway, Denmark, Sweden and Finland.
- An experienced management team focused on delivering quality solutions in the help desk, CRM, ERM, network and desktop management markets, and a technical team with a strong track record in network software design and technical support
- Their success in the 1980s allowed them to build a strong reputation as Europed leading distributor of Remote Access service and created the market for products such as pcANYWHERE. Their registered base of satisfied customers exceeds 300,000 users, all supported by PC SYSCOM and their resellers.
- First and second level superior support services including free telephone support for all products and access to their knowledgebases on the web.

Industry Knowledge and References

PC SYSCOM Scandinavia AS has focus in all vertical markets in the Nordic countries.

Planwell Technology, Inc.

UAR

Remedy Partner since:

1996

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Company Background

Planwell Technology, established in 1991, is wholly Australian owned. The company has become the leading supplier of the Remedy workflow products, training, and support in the Asia/Pacific area. Planwell has more than 20 full time employees and continues to expand rapidly. The firm has doubled its size and revenue in each of the last three years.

Planwell Technology has a history of maintaining very high professional standards. The company recently earned accreditation as an ISO 9002 Quality Certified company.

Remedy Activities

Relationship with Remedy

Planwell Technology entered into a partnership with Remedy in 1994. Today Planwell is one of the Value Added Resellers in Australia and offers the only Remedy Authorized Support Center and Remedy Authorized Training Center in Australia. Planwells professional team includes the only Remedy Approved Instructors in Australia and 2 of the 3 Remedy Approved Consultants (RACs) in Australia.

Employees

Planwell Technology has a staff of more than 20 with 12 dedicated Remedy staff and 2 contractors. These highly skilled professionals are based throughout Australia.

Planwels staff has skills in a broad range of areas including workflow and business process consulting, network engineering, integration and configuration, Microsoft Certified Consulting, Unix integration and development; and database application development. The closely-knit team has many years of experience in the workflow and business process engineering field.

Planwell consultants are continually researching, testing and implementing the latest technology solutions for real-world challenges. Combining skills in Unix, Windows, Networking, RDBMS systems and foundation hardware, Planwell Technology is in a unique position to understand clients business requirements and to implement the best solution for their business needs.

Planwell's Service Skills

Remedy Approved Consultants2
First Line Support Staff4
Training Staff
Education Staff
Project Manager2
Remedy Authorized Instructors
Remedy Authorized Technical Engineers 2

The Technology Workflow team of consultants has grown in strength to provide specialized skills in Workflow and Business Process areas. This enables Planwell to provide complete service to their clients. The company is committed to both anticipating and fulfilling customer requirements for Workflow and

Consolidated Operations Management (COM). Integral to this is help desk/support/call center management and operations, change and asset management systems and sales tracking systems.

Planwell Technology emphasizes the importance of training in its quality assurance. As part of this commitment, the company invests in advanced training for its own personnel. Planwell sent a number of its own employees for training at the Remedy facility in Pleasanton, California. This dedicated training facility, combines standard Remedy training materials and Planwell Technology specific topics to provide Remedy application, domain and integration training.

Planwell's Business Expertise

Planwell Technology implements and supports the Remedy product line in addition to the system integration services associated with this technology. As such, this includes various peripheral products and services. Offering these associated products and services enables Planwell to provide customers a total solution with value added services. Planwell prefers this holistic approach to piecemeal products that address only one limited aspect of a client solution.

Planwell offers diverse support and consulting service options for potential clients. The most frequently discussed options are:

- Accredited trainers and specialists in the IT and service areas
- Formation and maintenance of alliances and partnerships to ensure a total solution is provided for the client
- Regular reviews to ensure that all infrastructure and resources are regularly updated and resources are made available
- Forging relationships with some of the largest companies in Australia
- Full documentation of price schedules for products and services
- Provision of specialists in help desk, call center, and workflow implementations

Planwell Technology has built and maintained alliances and agreements with other related organizations. Some of these partner organizations include:

Computer Science Corporation Fujitsu Hewlett Packard IBM Microsoft NCR Sun Microsystems

Recently Planwell Technology added to its achievements that of Microsoft Certified Solution Provider status 1999, increasing the level of service that Planwell provides its customers.

Strategic Positioning

Special Strengths

Planwell Technology possesses a number of strengths that differentiate them in the Remedy market:

- Commitment to training its staff to become approved instructors, engineers and trainers for the Remedy Product
- The only Remedy Authorized Education Center and Remedy Authorized Support Center in Australia

Industry Knowledge and References

Planwell Technologies has specific focus on the following vertical markets:

- Manufacturing
- Finance and Insurance
- Public Administration
- Retail Trade

Selected Customer Projects

Customer	industry	Project Details
Franklins	Retail Trade	Planwell Technology implemented Franklins Internal IT Help Desk in 1996. This involved interface to paging systems as well as full customized design and implementation. This was achieved with graphical metrics display and monitoring, using the Flashboards product. In late 1997 Planwell scoped out the customer service systems which were then implemented in 1998.
Macquarie Bank	Finance and Insurance	Planwell implemented the internal IT Help Desk for Macquarie Bank Sydney in 1996. Planwell then extended AR System through the organization to implement trouble ticketing through the Equities Group in 1998.
DSD	Public Administration	Planwell Technology carried out workflow analysis for help desk asset and change management. The company also assisted with the implementation of the help desk module and provided user and administrator training.
Tech Pacific	Corporate IT	Planwell Technology assisted in refining the workflow analysis. The team will be working with Tech Pacific to implement the help desk module, the asset management module, and additional customization.

Source: Planwell Technology

PQ TeleSystems

UAR

Remedy Partner since:

1993

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Company Background

Persetel Q Data TeleSystems (PQT) was established in May 1998. The purpose of PQT is to specifically address the customer contact market, and create a contact management focused solution business within PQA. PQT is comprised of various branches countrywide which serve 70 clients.

PQ TeleSystems offers a full range of experienced consultants skilled in training and project management to assist corporate help desks and customer support departments.

PQ TeleSystems has over 20 experienced consultants.

Remedy Activities

Relationship with Remedy

PQ TeleSystems entered into a partnership with Remedy in 1993. Today the company is the master distributor of all Remedy applications in the Southern African Region.

Employees

PQ TeleSystems has 26 Remedy staff, with 18 based in Johannesburg, 5 in Cape Town and 3 in Durban.

All new Remedy Consultants are trained at the PQ TeleSystems Training Center based in Midrand, Johannesburg, South Africa. Accredited Remedy product training is conducted on a regular basis.

Through applying PQ TeleSystems' stringent selection criteria, experienced management consultants are taken through the Remedy training program, then the Remedy Consultants are placed at customer sites.

PQ TelesSystems' Consulting Skills

PQ TeleSystems' consultants address small to large range projects where Remedy is being used to drive major changes through organizations.

Various experienced Remedy specialists provide full project support to clients who need to maximize the benefits realized from implementing Remedy.

PQ TeleSystems'approach is to partner with its clients' project teams. The company focuses on providing a rapid skills transfer to client teams designing high quality business processes while identifying and managing program risks.

PQ TeleSystems subscribes to the ISO 9001 standards in striving to achieve the best possible service levels.

Strategic Positioning

Special Strengths

PQ TeleSystems believes that the following points differentiate them in the Remedy Market:

- PQ TeleSystems is the largest information technology company based in South Africa with internationally based Comparex as their holding company.
- Extensive, experienced resources both local and international
- Comprehensive methodology for Remedy projects
- Dedicated training center located in Midrand,
 Johannesburg, South Africa

- Focused on providing total skills transfer to client teams and designing the best in class business processes
- Developed the most intensive customer care call center application for internal use in PQ Africa, based on Remedy

Industry Knowledge and References

PQ TeleSystems has specific focus in the following vertical markets:

- Finance and Insurance
- Professional, Scientific and Technical Services
- Public Administration
- Retail Trade

RISCmanagement Incorporated

URR

Remedy Partner since:

1992

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Company Background

Since 1992, RISCmanagement has built an outstanding reputation for expertise in enterprise and systems management. The firm has a Remedy Authorized Training Center and offers a full range of products and services to support the management of help desk and IT solutions

Remedy Activities

Relationship with Remedy

In the early days when half of Remedys business was sold through channel partnerships, RISCmanagement became one of the first Remedy partners. Today, RISCmanagement is a Champion VAR. This Champion VAR status provides the firm with first line support, educational services discounts, and other benefits.

As a Remedy Channel Partner and Authorized Training Center (ATC), RISCmanagement offers comprehensive, hands-on training to VARs, resellers, consultants, and users interested in becoming proficient Remedy AR System users and administrators.

Employees

RISCmanagement has 130 employees, 25 of whom are dedicated to Remedy projects.

RISCmanagement's Service Skills

The RISCmanagement process includes ten areas of service and expertise:

Requirements Analysis - RISCmanagement's staff can analyze a client's needs and define a strategy to solve their service management problems.

Risk Assessment - RISCmanagement can determine the threat level a current network implementation is experiencing, whether it be a risk of system failure or a security problem.

Product Installation - RISCmanagement's engineers can install the products needed for a successful service management solution on any of a client's platforms.

Application Deployment - RISCmanagement's engineers can deploy needed applications and configure them for optimum performance.

Implementation - RISCmanagement's solutions are designed to work with a variety of platforms, giving clients the freedom to choose the hardware and

operating system that best fits their environment.

Integration - RISCmanagement leverages the strengths of many vendor products to produce a complete solution for each clients service management requirements.

Application Development - RISCmanagement can develop new applications to address the specific needs of each client's information technology model.

Documentation - All of RISCmanagement's solutions include full documentation so clients can determine not only how, but also why the application functions as it does.

Classroom/Onsite Training - RISCmanagement recommends and delivers appropriate training, including one-on-one mentoring, product training, and on-site courses targeted to customer specific environments.

Technical Support - RISCmanagement provides a single point of contact for remote and on-site support for all integrated solution portfolios.

RISCmanagement's Business Expertise

RISCmanagement offers customers the benefits of four broad areas of business expertise.

First, the firm uses a conceptual, business focused approach incorporating process based design and business reporting integration. This ensures the development of a system that will be driven by business needs and will provide the data needed to collect metrics, monitor effectiveness, and manage the process environment.

Second, the firm uses Rapid Application Development technologies. This ensures that clients will benefit from the firm's ability to reduce customization costs by leveraging its internal expertise and experiences with other clients.

Third, the firms broad technological capabilities allow clients to customize solutions for their business needs using a variety of platforms and leading enterprise management products.

Fourth, the firms extensive support capability provides clients with a single point of contact for support of multiproduct integration. This support option saves clients time and money.

Strategic Positioning

Special Strengths

RISCmanagement considers that the following points differentiate them in the Remedy market:

- One of the first Remedy channel partners
- · Champion VAR with first line support
- Authorized training center
- 25 trained or Remedy certified staff members
- · Remedy and 3Com Palm Pilot integration experts

Industry Knowledge and References

RISCmanagement has specific focus in the following vertical markets:

- Finance and Insurance
- Telecommunications
- Utilities
- Educational Services

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
ADP	Data Processing	N/A
BellSouth	Telecommunications	N/A
Boston Gas	Energy	N/A
Bradley University	Education	N/A
Brown University	Education	N/A
Cellular One	Telecommunications	N/A
Chesebrough Cold Cream	Consumer Products	N/A
Colorado Department of Transportation	Government	N/A
Data General	Computers	N/A
Florida Department of Business Regulation	Government	N/A
Florida University	Education	N/A
State Street Bank	Banking	N/A

Source: RISCmanagement

SoftHet S.A.

UAR

Remedy Partner since:

1997

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Company Background

At SoftNet, they have a clear mission: achieving full interaction with their clients to ensure their total satisfaction.

Since their start in early 1987, Softnet has been specializing in integration projects for Information Network Engineering, aimed at large and medium enterprises by providing them integral support during every stage; that is, SoftNet aggressively participates in project planning and design, as well as in their deployment and startup.

Softnet specialists, who are highly trained in diverse technology areas, have the necessary skills and expertise to successfully respond to the corporate communication demands of today, no matter their size and complexity. They have an installed base totaling 120,000 LAN/WAN nodes countrywide, which means they have recorded more than 500,000 hours devoted to connectivity services.

While most of their income comes from Buenos Aires, they are actively operating all over Argentina. In 1997, Softnet opened branches in Cordoba, Rosario and Mendoza. In April 1999, they opened a branch in Uruguay and are in the process of opening operations in Spain and the United States (Miami).

Through these new branches, they are expanding the scope of their services and solutions in order to satisfy customer requirements worldwide.

In 1992, they introduced CISCO Systems to the market and since then they have been working hard in projects and installations to aggressively position their products in Argentina, thereby becoming unsurpassed leaders in the local marketplace.

This strong relationship has recently resulted in a major qualification: SoftNet is the only Gold Certified Partner of Cisco Systems and the only Senior Training Partner in Argentina.

Furthermore, for two consecutive years SoftNet has received the Best Partner in Customer Satisfaction, Best Performance Enterprise Partner and Top Performance End to End.

Their five highly qualified engineers in CISCO technology have been certified as CISCO Certified Internetwork Expert (CCIE). This certification qualifies them as skilled experts in internetworking, mainly focused on the routing and switching technologies. SoftNet has the largest expert team qualified by CISCO Systems in Latin America.

SoftNet has been steadily growing every year. During the 97/98 Fiscal Year, their revenues totaled US\$ 23.9 million, 69% higher than the previous year. For 1999/2000 FY, they forecast total revenues of approximately US\$ 36 million.

1996 Revenues: \$ 10.5 M

1997 Revenues: \$ 16.2 M

1998 Revenues: \$ 23.4 M

Employees

SoftNet S.A. has 115 employees. The staff is available to travel virtually anywhere.

SoftHet's Service Skills

Remedy Approved Consultants	3
Business Consultants	4
Project Directors	2
Project Managers	4
Domain Consultants	2
Application Consultants	4
Total employees11	5

Softnet signs strategic agreements with the companies they represent in order to endorse the services and support they provide their clients, both sides being equally committed to excellence.

CISCO Systems Inc. SUN Microsystems Compaq Corporation Microsoft Corporation Comdisco Inc.

Open Connect Systems Inc.

SecureComputing Software.Com Inc.

Calant Campanation

Solect Corporation

Internet Security Systems Inc.

Genesys Laboratories

NetSpeak Corporation

Computer Associates Corporation

Objective Systems Integrators Inc.

Remedy Corporation

As a long-standing company in the marketplace, Softnet has signed alliances with a number of companies that, through their products, allow them to offer leading-edge technology in their solutions.

SoftHet's Business Expertise

Over the past year, SoftNet has been further progressing and expanding the scope of their solutions and services. They have added new partnerships with the goal of providing a tighter integration of existing solutions. They have also improved their current specialized services segments and included new support levels to satisfy clients'demands.

Our challenge is to provide high-performance specialized solutions to satisfy the communications needs (both present and future) of organizations of any kind. Therefore, SoftNet's technical offerings are focused on developing solutions that fit each clients business objectives in the following areas:

- WAN
- LAN
- Project Management
- Networking Security
- SNA Integration
- Internet/Intranet
- Y2K
- Multiservice
- NT Server Integration
- CTI/Call Center

SoftNet's professional services have been designed to provide clients with specialized support to advise, collaborate and support the professional demands of current technology. Professional services define an ideal strategy for developing the corporate information infrastructure with:

- Specialized Consulting
- Maintenance Contracts
- Facility Services
- Outsourcing
- Help Desk
- Specialized Training

At SoftNet, they are starting a new era by offering better enterprise solutions and more comprehensive options for technology, services and specialized assistance.

Industry Knowledge and References

SoftNet has specific focus in the following vertical markets:

- Telecommunications
- Finance and Insurance
- Manufacturing
- Professional, Scientific, and Technical Services

Remedy Activity by Revenue and Vertical Market

Vertical Narket	Sub-Segment	% of Revenues	% of Projects
Telecommunications		40%	N/A
Finance and Insurance	Banking	30%	N/A
Manufacturing		20%	N/A
Professional, Scientific, and Technical Services		10%	N/A

Source: SoftNet

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Telecom, Telefonica, CTI Móvil, Miniphone, Teleintar, Advance Telecomunicaciones, Telecom Personal, Telecom Soluciones	Telecommunications	N/A
Argencard, Banco Rio, Banco de Galicia, Bank BBV-Frances, Bansud, Caja de Valores, Banco Itau, Banco Roberts	Finance and Insurance	N/A
Bayer, Unilever, Tetra-Pack, Xerox, Tecpetrol, YPF	Manufacturing	N/A
Correo Argentino	Professional, Scientific, and Technical Services	N/A

Source: SoftNet

Solid Systems, Inc.

VAR

Remedy Partner since:

1997

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Company Background

Founded in 1983, Solid Systems, Inc. is a leading provider of strategic information technology (IT) services and products. The company offers a single source for a comprehensive range of computer services and products, including enterprise system design and integration; help desk design and implementation; and maintenance and support. Solid Systems maintains longstanding business relationships with Remedy Corporation, Sun Microsystems, IBM, Cisco, Microsoft, VERITAS, Hewlett-Packard and Data General.

Remedy Activities

Relationship with Remedy

- Remedy VAR since 1997
- Remedy Approved Consulting Partner (RAC)
- Remedy Approved Education Partner
- Authorized Training Center

Employees

Solid Systems, Inc. currently has 82 employees.

Solid Systems' Service Skills

Remedy Approved Consultants	1
Training Staff	1
Project Managers	2
Remedy Consultants	3

The firm offers on-going training through Remedy's Educational Services programs. We will have 1 more RAC and trainer by July and 2 more by the end of the year.

Solid Systems' Business Expertise

Our experienced Engineering staff has been providing enterprise and network integration services since 1983. We maintain one of the most highly trained and certified technical staffs in the business. Our integration services include engineering and systems design-from UNIX, Novell, and Microsoft NT file servers to client desktop systems. Solid Systems specializes in enterprise-wide backup, data migration, hierarchical storage management, disaster recovery, and file management systems solutions.

In addition, Solid Systems will assist customers in the development of custom built Action Request System Applications. Integration is available with existing systems and many third party applications like network management systems, knowledge packs, report writers, paging, and inventory systems.

Strategic Positioning

Special Strengths

Solid Systems, Inc. considers that the following points differentiate them in the Remedy market:

- Backup/disaster recovery experts for UNIX/NT.
- Sun Microsystems Certified 7x24 Help Desk
- Cisco Partner providing on-site consulting and network analysis.
- MCSE and SUN certified engineers on staff.
- · Software and hardware support

Industry Knowledge and References

Solid Systems, Inc. has specific focus in the following vertical markets:

- Telecommunications
- Finance and Insurance
- Retail Trade
- Utilities

Educational Services and Public Administration are two additional markets that Solid Systems works in.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Financial Services	Data Processing Insurance, Trading	60%	60%
Retail	Services	20%	20%
Utilities	Oil and Gas - Production, Transmission and Trading	10%	10%
Educational Services and Public Administration	State Branches of Government and Education	10%	10%

Source: Solid Systems, Inc.

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Financial data processing subsidiary for international investment firm	Financial Data Processing	Implemented Help Desk Application that included ARWeb, Flashboards, Telalert paging, and user training
Large international insurance corporation that also handles investments and annuities	Insurance	Remedy project to build a purchase requisition module that will link directly to Remedys Asset Management 3.0
Large international oil and gas firm	Oil and Gas	Installed and implemented Remedy's Help Desk Application in six days. Provided end-user training classes
Educational Organization	Education	Installed Remedys Help Desk Application with an Oracle database

Source: Solid Systems, Inc.

ST Computer Systems and Services, Ltd.

UAR

Remedy Partner since:

1997

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Company Background

Incorporated in 1980, ST Computer Systems and Services (STCS) has grown from a modest outfit of only 20 people to become one of the largest independent systems houses and network integrators in the Asia-Pacific region. The firm now has more than 1,800 staff members in 10 countries.

STCS'success rests on the firm's commitment to quality. The firm recruits high caliber staff members and develops their abilities though in-house and external

training. Through teamwork, the firm leverages individual staff members'capabilities to provide discriminating clients with sound solutions. As a result of these practices, the firm achieved company-wide ISO9001 certification in 1994 and its technological breakthroughs have led to 10 patents. Today, the firm offers a comprehensive range of IT systems and programs that can be customized to suit each end user.

STCS'clients include government ministries, statutory boards, banks and multinational corporations. The firms ability to understand the needs and concerns of these types of customers and its value-added solutions enhance its competitive edge.

Remedy Activities

Relationship with Remedy

ST Computer Systems and Services joined Remedys Value Added Reseller program in 1997 focusing primarily on the Hong Kong market. Today, STCS sells the complete range of Remedy services & applications throughout the Greater China region.

Employees

STCS has currently over 60 staff in the Greater China Region.

ST Computer Systems' Service Skills

First Line Support Staff	1
Training Staff	1
Project Manager	3

ST Computer Systems' Business Expertise

STCS'expertise can be broadly categorized into three areas: IT consulting, systems integration, and outsourcing. The firm offers consulting services for information systems design, application selection, and network design. It is frequently called to provide a single customer interface, integration hardware, networking products, software and project management skills to ensure a successful systems rollout. In addition, the firm offers ongoing systems and facilities management, maintenance and help desk services, network management, and business recovery services.

Strategic Positioning

Special Strengths

ST Computer Systems and Services considers that the following points differentiate them in the Remedy market:

- STCS'large presence in the Greater China region and in the countries with close trade relationships including Australia, Brunei, China, Hong Kong, Malaysia, Singapore, New Zealand, Philippines, Thailand, the United Kingdom and the United States.
- STCS'high caliber IT professionals with proven productivity.
- STCS'ability to offer clients a complete data processing solution from a single vendor.

- STCS'operational experience, development techniques, quality standards, project control software, and systems integration skills allow it to offer clients minimum trauma from and maximum control over all projects.
- STCS'proven success with highly successful turnkey projects for specialized companies. The firm's projects adhere to stringent auditing procedures for accuracy and validation.

Industry Knowledge and References

ST Computer Systems and Services has specific focus in the following vertical markets:

- Public Administration
- Finance and Insurance
- Telecommunications

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Public Administration	Healthcare, Education	N/A	N/A
Finance and Insurance	Banking/Financial Services	N/A	N/A
Telecommunications	Network Monitoring	N/A	N/A

Source: ST Computer Systems and Services

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Telecommunications Company	Telecommunications	Planning, design and implementation of an automatic fault reporting system for telecommunications equipment.
Healthcare Provider	Government	Planning, design and implementation of an organization-wide internal Remedy help desk system.
University	Education	Remedy system design and data conversions for an internal/external help desk system.
Large Retail Firm	Retail	Planning, design and implementation of a company-wide internal Remedy help desk system.

Source: ST Computer Systems and Services

Strategic Technologies

VAR

Remedy Partner since: 1996

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Company Background

Strategic Technologies is about making our customers' business more effective where it counts. It's about rapidly building competitive advantage. We believe our customers' effectiveness, and even survival, is directly related to how well they manage three fundamental elements of their business:

- · the speed of their operations
- maximizing the value add of each worker to their business
- their ability to capture and use knowledge

We've built an arsenal of information technology solutions, which provide proven advantage in these key measures of corporate performance.

Everything we do is aimed at providing rapid results. We partner with our customers to surface the most critical business objectives for a project. We pull the framework from this arsenal of technological tools that most closely meet those objectives, then tailor a solution harnessing the knowledge already in the business to boost corporate performance.

We make ourselves accountable for the entire solution from the network and hardware to the software and implementation. We deliver advantage-based solutions from financial applications to supply chain management.

We can help manage customer orders and procurement over the web and improve document and image workflow. We implement decision support solutions and deliver robust client/server infrastructures. We make it our business to create rapid advantage for our customers' business.

Remedy Activities

Strategic Technologies Service Skills

Remedy Approved Consultants	1
Remedy Application Engineers	3
Network and Systems Engineers	. 60
Training Staff	4
Business Consultants	. 20
Project Managers	. 10
Other	. 20

Strategic Positioning

Strategic Technologies considers that the following points differentiate them in the Remedy market:

- Professional sales and technical organization focused on operational excellence.
- Expertise and deep knowledge of financial and manufacturing industries
- PATHFINDER™ Project Management methodology that ensures every Remedy engagement is completed on time, within budget, and according to specifications.

- Ability to offer customers complete turnkey solutions including software, hardware, consulting, integration services, support, and training.
- Proven track record and large reference account base

Industry Knowledge and References

Strategic Technologies has specific focus on the following vertical markets:

- Finance and Insurance
- Manufacturing
- Utilities

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Finance and Insurance	Banking	40%	30%
Manufacturing	Discrete	20%	25%
Manufacturing	Process	30%	35%
Utilities		10%	10%

Source: Strategic Technologies

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Chemical Manufacturer	Manufacturing	For this client with worldwide 1T operations, we designed and implemented a distributed help desk system with integrated asset and change management, resulting in lower support costs and higher enduser satisfaction. This project involved intensive business process reengineering as the customer consolidated 11 separate help desks into one.
Utilities	Utilities	This customer contracted us to design and implement a network and system management framework to manage an enterprise deployment of Peoplesoft applications. Remedy serves as the focal point of the IT operations and is integrated with notification tools such as BMC Patrol and HP Openview also implemented by Strategic.

Source: Strategic Technologies

Tertio Ltd

UAR

Remedy Partner since:

1994

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Company Background

Tertio is a leading European software and services company offering telecommunications service provisioning, business service management and customer service solutions for telecommunications, finance and major service organizations. With its rapid deployment of end-to-end systems, Tertio enables customers in technology dependent industries to offer innovative business services using such solutions as web based service provisioning and business impact analysis of network infrastructure performance.

Tertios industry leading products:

- Provident for service provisioning
- Observant for business service management
- Service desk for customer service management

The above-mentioned points have all been developed based on proven customer benefits. Tertio has strategic business partnerships with other industry leaders including Remedy, Hewlett Packard and Tivoli, where the company integrates its own products with complementary third-party solutions. Tertio is developing strategic alliance partners to market and support Tertics Provident and Observant product lines, such as Kingston-SCL who is already integrating Provident with its Jupiter Telecoms billing system.

Founded in 1989, the company's headquarters are in London, with offices in Manchester and Bath. Tertio was recently awarded 17th position in the Deloitte & Touche Technology Fast 50 Awards, reflecting the company's outstanding growth achievements. Tertio has expanded at a compound rate of 65% over the last six years and expects revenues of £16m for the year ending December 1998.

Remedy Activities

Relationship with Remedy

- Champion VAR and ISV
- Remedy Approved Consultancy
- Remedy Approved Education Partner
- Remedy Approved Technical Support

Employees

Tertio has 188 employees.

Tertio's Consulting Skills

Remedy Approved Consultants	2
First Line Support Staff	9
Training Staff	3
Education Staff	3
Project Manager	20
Technical Consultants	. 100
Product Development	10
Sales and Marketing	15

Tertio has over 100 man years experience delivering Remedy AR System based solutions with a particular focus on delivering applications in the customer service and service desk arenas.

Problem, Incident, Change and Asset management form the basis of IT Service Management solutions within the ITIL/BSI guidelines.

Fault, Complaint and Order management form the basis of Service Request Management for customer service systems.

The Tertio Service Desk also includes applications such as ATM claim tracking for retail banking and purchase order tracking for IT purchasing.

In addition to the above, Tertio resells the Remedy application suites and can implement complex bespoke systems with a particular emphasis on integration skills.

Tertio's Business Expertise

Tertio creates and implements software solutions for telecommunications, finance and service organizations, to enable them to innovate the delivery of their business services.

Tertio combines business understanding, proven track record and rapid deployment of service delivery solutions.

The key to their success has been the capability of their consultants to understand the business drivers required to implement a successful solution and combine that understanding with the underlying technology.

Strategic Positioning

Special Strengths

Tertio considers that the following points differentiate them in the Remedy market:

- Longevity Tertio has been adding value to Remedy based solutions since 1994 and has been the leading reseller in Europe for the majority of that time.
- Size Tertio has 30+ full time trained Remedy consultants and many more with working knowledge and integration capabilities.
- Track Record Tertio has over 200 blue chip customers in the IT Service Management arena.
- IT Service Management Skills Tertio is a premier partner for Hewlett-Packard, Tivoli, BMC, Cabletron and ServiceSoft and has strong integration capabilities to all of these. They ensure that the solutions are delivered in the context of IT Service Management and appropriate industry standards and guidelines such as ITIL.
- Customer Service Skills Tertio has an excellent record of implementing customer service systems based on the Remedy AR System.

Industry Knowledge and References

Tertio has specific focus in the following vertical markets:

- Finance and Insurance
- Telecommunications
- Professional, Scientific and Technical Services

Exhibit 1 shows Tertio's revenues by vertical market sector

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Harket	Sub-segment	% of revenues	% of Projects
Telecommunications	Customer Service, Provisioning, IT help desk - Service management	50%	25%
Finance and Insurance	IT Service Management, Customer Service	25%	40%
Professional, Scientific and Technical Services	IT Service Management, Customer Service	15%	25%
Professional, Scientific and Technical Services	Outsourcing	10%	10%

Source: Tertio Ltd.

Turnkiek

UAR

Remedy Partner since:

1998

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Remedy Activities

Relationship with Remedy

The Turnkiek organization entered into a partnership with Remedy in 1998. Today, the company is a Value Added Reseller of all Remedy applications.

Employees

The company was founded in 1992 and employs over 100 employees. Turnkiek IT Management is part of the Turnkiek Group, a full service IT company which has over 250 employees and forms part of Internatio-Müller, a multinational company with a turnover of over US \$3 billion.

Turnkiek's Business Expertise

Activities of Turnkiek IT Management:

- · Network and system management
- Service desk optimization
- Outsourcing of IT management

Turnkiek IT Management carries out its commissions with the support of the IMM (IT Management Model) methodology it has developed, and ITIL. Both methods provide a structured and phased approach for the optimization of IT management. IMM is aimed at the rapid and practical achievement of results, while ITIL is aimed at implementing the service management processes. The two methods are mutually coordinated and complement each other fully.

For project management Turnkiek IT Management uses PRINCE2. Based on this methodology, they have developed a standard implementation plan for Remedy products.

Uniweb

UAR

Remedy Partner since:

1994

Contact Information

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Company Background

Uniweb, established in 1993, is one of the leading suppliers of customer service applications (help desk, call center, contact centers, etc.) in Sweden. Uniweb is owned by Bergman & Beving, the largest technology distributor in the Nordic countries, which grants us a secure position for taking on large projects as well as investing in the future.

Their customer base includes installations ranging in size from a few users up to 1,000 users.

Remedy Activities

Relationship with Remedy

When they started out as a SunSoft distributor and signed large support contracts, Uniweb needed a suitable support system. They signed with Remedy in 1994 as one of the first resellers in Europe. Since then they have benefited from their Unix expertise, but left the SunSoft distribution behind to focus on customer service. This focus has resulted in close to 100 installations in Sweden alone. Uniweb now has a well-developed infrastructure for selling the Remedy products and, more importantly, for working as a partner with their customers in terms of consultancy, support and education. Twice a year, Uniweb hosts the Swedish Remedy User Group that includes some 200 members.

Uniweb is a Remedy VAR and resells all products on the Remedy price list. Uniweb is also a Support Champion and an Authorized Education Center.

Employees

Today, Uniweb is a fast growing company with 30 employees all of whom work with the Remedy products. Over 20 of these employees are working in the service sector, including consultancy, support and education.

Uniweb's Consulting Skills

Remedy Application Consultants	10
Support Staff	. 5
Education Staff	. 3
Project Manager	2

All Uniweb consultants are trained locally and at Remedy facilities. Our senior consultants have been working with the Remedy products since the beginning and work together in teams with younger colleagues.

Uniweb's Business Expertise

Uniweb offers products and services in the customer service arena. Main focus is found in 3 key areas:

Customer interaction

Uniweb offer solutions for Remedy, Genesys Telecom Laboratories and Apex Voice Communications to deliver unmatched freedom of choice for the end users and/or customers. They believe good customer service can only come from giving the customers service when and how the customer wants it. They supply customers with the ability to interact using the web, phones, email, etc.

Ticket Handling

Once a contact is established between the company and its customers, Uniweb supplies AR System based solutions to control, dispatch and manage the tickets created. This includes the important side of feeding back vital information to the originating customer.

Legacy (ERP) integration

Any type of customer service solution will have to interact with several other systems ranging from network management to financial packages. Uniweb consultants deliver the know-how when it comes to integrating customers' various systems.

Strategic Positioning

Special Strengths

Uniweb considers that the following points differentiate them in the Remedy market:

- Know-how As one of the oldest Remedy VARs, Uniweb is knowledgeable in using the Remedy product suite. Having installed many customized applications, they understand the customers' needs.
- Customer Base Having installed, maintained and reengineered so many AR System-based applications, Uniweb has documented knowledge as to when and how to use the AR System. Uniweb clients enter into a community of users who frequently share experiences.
- Total solution Companion products are vital to any type of contact center, be it internal or external support. Uniweb has the knowledge and products to interact and customize IVR and CTI packages to complete the call center picture with inbound, outbound, call blending functionality, etc.
- Organization Uniweb is not just committed to selling Remedy products, but also to delivering the very important infrastructure of consultancy and support, that any existing or potential Remedy customer needs and expects following their initial purchase.
- Ownership Uniweb is strengthened by its owners.
 Their customers value Uniweb's financial position, which ensures ongoing investments in the company's infrastructure.

Industry Knowledge and References

Uniweb has specific focus on the following vertical markets:

- Telecommunications
- Public Administration
- Manufacturing
- Finance and Insurance

Retail Trade and Utilities are additional markets that Uniweb has experience in.

Viadyne Corporation

UAR

Remedy Partner since:

1998

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Company Background

Founded in early 1998 by individuals from the some of the top five worldwide consulting corporations, Viadyne Corporation provides complete life-cycle services and products specifically targeted towards IT Service Management and Customer Relationship Management solutions.

It's a race out there, and it is getting more difficult each day. Companies are being faced with responding effectively and efficiently to the challenges of today's business environment. In coping with these challenges, companies are investing heavily in IT technology and redefining or continuously improving their business processes. This is Viadyne's domain, their roots, and where they can provide value.

They focus exclusively on the utilization of Remedy products, and best-of-breed integrations to pragmatically implement, integrate, and automate your operational, tactical, and strategic business processes.

From out-of-the-box'to fully customized solutions, Viadyne empowers the people, streamlines the processes, and enables the technology to help you meet your demanding business requirements.

Remedy Activities

Relationship with Remedy

From the inception of Viadyne Corporation, Remedy has been the cornerstone of their business.

Although only a partner since early 1998, the individuals at Viadyne have a history with Remedy dating back to 1993.

A leading partner in Remedys Alpha/Beta programs, a key member of the Remedy Consulting organization, and an ongoing contributor to the Remedy Engineering and Application Development organizations are all but a few of the ways that Viadyne consistently contributes to Remedy.

Viadyne's Service Skills

At Viadyne Corporation, the primary objective is to provide value to their customers. With this as his or her mandate, each and every Viadyne employee delivers the highest level of service. From the requirement and design stages through deployment, Viadynes consultants will work with you to develop your full potential, and deliver solutions that address your business needs.

Viadyne's Remedy consultants are highly educated and experienced in both Remedy products, and the methods and processes for delivering solutions. As a component of their Remedy education process, consultants are cycled through the Remedy Approved Consulting program, followed by participation within the Remedy Consulting organization.

Consultants are additionally experienced in IT Service Management and Customer Relationship Management processes, including the rapidly growing ITIL process model, as well as industry leading quality standards, and AR System integrations.

For those cases where the scope of a project may extend past their abilities, Viadyne will partner or work in conjunction with a recognized leader that can provide those abilities to insure your success.

Viadyne's Business Expertise

IT Service Management is fast becoming a critical success factor to organizations. Viadyne draws on its expertise in the IT Service Management domain to enable organizations to implement a fully integrated and automated enterprise IT Service Management solution. A system that encompasses tasks and functions such as: help desk, incident/problem management, service

level management, asset management, change management, project management, defect and fault tracking, knowledge management, service request tracking, move/add/change management, and other key IT business processes at the corporate or department level.

As with IT Service Management, Customer Relationship Management solutions are gaining an increased focus within companies. At Viadyne, they are committed to help you obtain a competitive advantage in customer satisfaction, and provide solutions that enable you to establish, maintain, and extend profitable customer relationships. Optimize your front office sales with contact management and lead tracking while retaining your current customer base through enhanced customer service and detailed customer profiling. Integrate technology for computer telephony integration (CTI), customer web-based interfaces for self-service solutions, and direct connection to your back-end customer support systems for incident/request entry and tracking.

Strategic Positioning

Special Strengths

Viadyne considers that the following points differentiate them in the Remedy market:

- Remedy is the cornerstone of their business. It is, and will continue to be their core and primary focus.
- Viadyne utilizes a comprehensive methodology and project management techniques specifically designed for Remedy application development and deployment.

- Viadyne has an unparalleled focus on quality solutions and a track record of delivering Remedy solutions on time and within budget. This can be represented by our 100% customer recommendations.
- Viadyne understands and executes not only on the delivery of the Remedy technology, but the processes being deployed, and the job functions and knowledge transfer required for all its users.
- Viadyne has a history with Remedy dating back to 1993. Their experience with Remedy products and applications, and their continued participation and interaction with Remedy organizations is second to none.

Industry Knowledge and References

Viadyne does not focus on specific vertical markets, and enjoys distribution across multiple markets. However, the following are considered core markets:

- Manufacturing
- Finance and Insurance
- Telecommunications
- Computer and Electronic Product Manufacturing

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of revenues	% of Projects
Manufacturing	Electronics/Automotive	10%	5%
Finance and Insurance	Banking	25%	25%
Telecommunications	Long Distance	25%	25%
Other	Retail, Media, Government, Technology	40%	45%

Source: Viadyne Corporation

Selected Customer Projects

Customer	Industry	Project Dețails
Manufacturing	Electronics	Complete customization and implementation of Remedy Help desk 3.0, Asset Management 3.0 and Change Management 3.0 to support the ITIL process model for IT Service Management.
Technology	Various	Assessments for: application feature/function analysis, code design review, user interface analysis, performance analysis, process analysis, standards and support, application architecture, system configuration, integrations.
Retail	Food and Drink	A complete redesign of an existing, Remedy 3.x enterprise IT Service Management solution to a new AR System 4.0 foundation IT Service Management solution. Includes a tightly integrated: help desk, problem, change, asset, order management, service level management, with network management and SMS integrations.
Telecommunications	Telecommunications Hardware	Requirements analysis and design for a single global customer support solution for customers in over 50 countries. Provides a common system to interface and interact with a multitude of internal worldwide support organizations.

Source: Viadyne Corporation

Workflow Solutions

URR

Remedy Partner since:

1993

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Company Background

Workflow Solutions was established in 1993 to market and support Remedy Corporations products in New Zealand. Today, the firm offers Remedy products, associated applications, consulting, and support services to over 60 organizations in New Zealand and Australia. Additionally, Workflow maintains partnering relationships with systems integrators and outsource service providers. Through these channels, the firm delivers second line support to an additional 80 Australasian organizations using Remedy-based solutions.

Workflow extends its efforts beyond the IT System Management market by developing Remedy based applications for the management of a variety of enterprise infrastructure processes. These applications are installed in customer sites in New Zealand, Australia and the United States.

Remedy Activities

Relationship with Remedy

Workflow Solutions is a VAR in New Zealand and Australia. The firm is also a member of the Independent Software Vender (ISV) and Product Partner programs. Through these programs the firm focuses on establishing markets for Workflows application products in the United States and Europe.

Employees

Workflow has 30 staff members in New Zealand and Australia, all of whom are actively involved with Remedy products.

Workflow Solutions' Service Skills

Remedy Approved Consultants2	
Remedy Implementation Consultants	
Training Staff2	
Application Development Staff 6	
Support Center Staff	

Workflow has established extensive expertise in the utilization of Remedys core AR platform as a vehicle for the delivery of complex workflow applications. The firms skill extends to working with the Remedy API and to the integration of the Remedy AR platform with third party software products.

The firm has been developing Remedy applications since 1993 and has established formal methodologies and standards to ensure successful delivery and efficient production use.

Workflow offers the following service elements:

- Advanced Remedy AR Platform technical support
- Application programming and customization
- Business process design consulting
- Data migration services
- · Design reviews and application audits
- Implementation services
- Integration services
- IT strategy and architecture consulting
- Ongoing customer support for the Remedy environment

- Performance analysis and tuning
- Project facilitation and management
- Training
- · Workflow application design
- Workflow application requirement analysis facilitation

Workflow Solutions' Business Expertise

Workflow Solutions'principals have excellent credentials in enterprise solution sales and delivery earned by their tenures with major multinational IT vendors over 25+ year careers. Benefiting from this experience, their firm understands the processes and requirements of selling and delivering to large organizations. In particular, Workflow adopts partnering as the vehicle to best address the requirements of high middle tier and upper tier enterprise customers. The company has formal partnering arrangements with many leading IT vendors, systems integrators, and outsourcing service providers in Australia and New Zealand.

Workflow Solutions adopts a "value-based" sales model for solutions based upon the Remedy AR platform. This approach has led many Workflow customers to implement business solutions covering, not only the traditional ITSM applications of Help Desk, Asset Management, and Change Management, but also many other business process applications. Over time the focus of Workflows non-ITSM applications has become management of the enterprise infrastructure.

Workflow is aligned with Remedy's four-market model characterized at the beginning of 1999 by:

- Strong development capability and experience with the core AR platform
- Six years experience with Remedy ITSM applications
- Four years experience in CRM with the Workflow Customer Care application
- 18 months experience in ERM with Workflow Purchasing and Workflow Computer Integrated Facilities Management (CIFM) applications.

Workflows application development team specializes in the design and development of high quality, Remedy-based applications and associated tools for use in the international marketplace. The development team also develops bespoke applications to meet specific customer or partner needs.

Having delivered end-to-end enterprise process solutions, Workflow has developed experience in integrating Remedy-based solutions with backend systems and technologies. The company, both through its own resources and through those of consulting partners, can design and deliver automated integration processes to ensure that a Remedy solution becomes an integral part of the customers operational environment.

Strategic Positioning

Special Strengths

Workflow Solutions considers that the following points differentiate them in the Remedy market:

- A single focus on Remedy products and services and a close alignment with Remedy's strategy and direction
- A global perspective and experience working outside the firms home market
- A vision for the adoption of the Remedy AR platform as the vehicle to deliver enterprise infrastructure management processes
- Strong business skills and a thorough understanding of the enterprise solutions market
- A close technology partnership with Remedy characterized by full participation in Remedy Beta programs and early adoption of Remedy technologies.
- Successful partnering experience with larger organizations and an understanding of how to successfully address their enterprise opportunities
- High quality Remedy AR development skills available at rates approximately half of those available in the United States and Europe
- A high level of skill and experience in the integration of Remedy applications with other systems and software
- Full 'life cycle" customer support, electronically assisted and available globally

Industry Knowledge and References

Workflow Solutions has specific focus in the following vertical markets:

- Transportation and Warehousing
- Finance and Insurance
- Educational Services
- Public Administration

Information, Property and Facilities Management, Retail Trade and Telecommunications are additional markets that Workflow focuses in.

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
California School District	Education	Customization and Implementation of the Workflow Property Management application for Work Order processing and Facilities Maintenance. A special module tracks hazardous material content for legal compliance.
New Zealand Bank	Banking	Design, development and integration of an application for the monitoring and managing ATMs in conjunction with Network Management Software.
Major New Zealand Property Manager	Property Management	Implementation of Workflow Property Management application for Commercial Leasing and Rental Facilities Management using AR System Release 4.0
Telecommunications Supplier	Telecommunications	Implementation of Workflow Customer Care application for Internet and Technical Help Desks. Business Analysis, Design and Implementation of Sales Order Management application.

Source: Workflow Solutions

System Integrators (SI)

Alcatel

51

Remedy Partner since:

1998

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Company Background

Alcatel is a world leader in telecommunications systems and equipment, operating in over 130 countries. It provides complete solutions and services to operators, service providers, enterprises and consumers.

With sales, support and other operations on five continents, Alcatel is well placed to help its customers anywhere in the World. Its global solutions range from networking for information superhighways, and high-speed transport and access systems for voice, data and multimedia communications to systems and products for enterprises and consumers.

The world leader in cables, Alcatel also provides a wide range of telecom components, as well as turnkey energy systems.

Remedy Activities

Relationship with Remedy

Alcatel's Telecom Software & Service branch entered into a System Integrator partnership with Remedy in 1998.

Alcatel's Business Expertise

Alcatel Telecom Software & Service uses Remedy's AR System for integration with Alcatel's Operations Support Systems Solution for the telecommunications industry, ALMA Vision.

ALMA Vision supports the operational processes of large telco operators. It includes:

- Integrated management desktop
- Intelligent management applications
- Network resource inventory
- Performance management
- Integrated problem management.

ALMA Vision is based on an array of ALMAP modules that are fully compatible with Alcatel's architecture and other building blocks.

Today's networks are composed of many components, each delivered with its own managers. ALMA Vision integrates network management functions for heterogeneous equipment in a multi-vendor environment. These functions enable operators to control the entire network as if it were a single entity.

Alcatel's Integrations

Alcatel integrates Remedy AR System in ALMA Vision for support of the Integrated Problem Management domain.

ARINC

SI

Remedy Partner since:

1997

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Company Background

In 1929, ARINC was founded to be the single licensee for aeronautical radio frequencies and to provide reliable and efficient communications for the aviation industry.

Today, ARINC is a world-class, high-growth communications and engineering company with annual revenues of \$330 million. The company develops and operates global communications and information processing systems and provides system engineering and integration solutions for customers around the world.

ARINC Enterprise Management Solutions focus on providing the expertise, tools, and developmental processes to provide affordable and quick to market solutions to help customers manage their business enterprises.

Remedy Activities

Relationship with Remedy

ARINC entered into a partnership with Remedy in January 1997. Today, ARINC is a Systems Integrator partner with Remedy applications and has three Remedy Approved Consultants (RACs) in house.

Employees

ARINC has more than 2,500 highly qualified and experienced employees that support customers from ARINC headquarters in Annapolis and Maryland. We have over 50 other offices worldwide.

ARINC's Business Expertise

ARINC's Remedy-related expertise is mainly involved in the following two types of projects:

- Global or large enterprise projects where ARINC is being used to develop requirements and architecture; building Remedy-based system using Interim Prototype Methodology; integration with other applications; providing documentation and training; and eventually supporting the final system testing and deployment. Mixed teams of ARINC management and specialists provide full-life cycle of project support to clients and maximize the benefits realized from implementing Remedy.
- Medium or small company's help desk implementation projects where ARINC's RACs are being used to support clients in installing, configuring, and customizing Remedy-based systems as well as providing consulting services.

ARINC's Business Practices

ARINC operates and manages the majority of ground and air networks used by the airline industry in the United States. In addition, ARINC has developed network management systems for several large communications companies. All these systems include trouble ticket and maintenance order subsystems for network maintenance and troubleshooting.

ARINCs Enterprise Management Division, located in Newport Beach, CA has built these systems nearly exclusively using Remedy's AR System and associated software. Our latest implementation of a global trouble ticketing system includes worldwide web access, multilanguage capability, and distributed processing over 35 geographically dispersed locations worldwide.

ARINC's Integration

ARINC has integrated Remedy solutions in many of its development projects and consulting engagements, including integration with relational database systems (Sybase, Oracle, MS SQL), network management systems (HP OpenView), physical asset management systems (Cambio, Aperture, Accurgraph), knowledge-based solutions systems (ServiceWare), mobile dispatching clients (3Com Palm, Ostream Mobile), and different paging systems.

ARINC also has partnerships with many customer support software companies, such as Microsoft, Hewlett Packard, and ServiceWare.

Strategic Positioning

Special Strengths

ARINC considers that the following points differentiate them in the Remedy market:

- Global enterprise help desk implementation experience, especially in the area of supporting multiple languages
- In house Remedy and ServiceWare certified consultants who focus on providing the best in class"implementation quality as well as skills transfer to the clients

- Strong knowledge depth in communications and network management technologies
- Comprehensive development methodology for Remedy-based projects
- Global resource with a global presence

Industry Knowledge and References

ARINC has specific focus on the following vertical markets:

- Telecommunication
- Transportation and Warehousing
- Manufacturing
- Educational Services

Exhibit 1 shows ARINC's Remedy revenues by vertical market.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Telecommunication	Space/Satellite	60%	50%
Transportation and Warehousing	Airport	20%	25%
Manufacturing	Image Processing	10%	15%
Educational Services	University	10%	10%

Source: ARINC

Selected Customer Projects

Customer	Industry	Project Details
IRIDIUM LLC.		
IRIDIOM LLC.	Space/Satellite	ARINC delivered a global Remedy-based trouble ticket and maintenance order system that includes features such as WorldWide Web access, multilanguage support, distributed operations, automatic updating, automatic escalation, and automatic notifications. The system is now in place, operating in 35 geographically dispersed locations worldwide. Tickets are automatically translated to the local language whenever transferred between sites.
San Francisco International Airport (SFIA)	Airport	ARINC delivered a solution that integrated a network management application (HP OpenView), a physical asset management application (Aperture DocuNet), and a trouble ticketing system (Remedys AR System). This integrated solution provides SFIA with the capability to detect a network fault, determine where the fault was physically located, and dispatch a trouble ticket through an email or pager.
Autologic Information International (AII)	Image Processing	ARINC assisted All in implementing an incident report system that incorporates web access, knowledge-based solutions, and field dispatching capabilities. ARINC also designed an interface data link operating between All's U.S. Remedy-based help desk system and Austria other tool-based help desk system.
Loyola Marymount University (LMU)	University	ARINC delivered a work order system to LMUs Information Center. System features include: automatic dispatching, customized report generation, and integration with ServiceWare knowledge base solution system.

Source: ARINC

Arthur Andersen

51

Remedy Partner since:

1999

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Company Background

Arthur Andersen is a global professional services organization consisting of over 100 member firms in 81 countries. Its more than 70,000 people are united by a single worldwide operating structure and a common culture that fosters innovation, knowledge sharing, and quality service. This unique 'one-firm" approach qualifies the people of Arthur Andersen to serve clients by bringing together any of more than 40 services in a way that transcends geographic borders and organizational lines. Arthur Andersers people provide effective business solutions to more than 100,000 clients around the world. Since its beginning in 1913, Arthur Andersen has realized 85 years of uninterrupted growth. With revenues over \$6 billion, it stands today as a world leader in professional services. Arthur Andersen is a business unit of Andersen Worldwide.

Arthur Andersen professionals combine extensive technical competence and industry experience with innovative and progressive thought to assist clients in improving their business performance. The four service categories create alignment with the primary types of information and knowledge our clients require. Because we are responsive to specific market needs and opportunities, the scope of services offered varies by country and office.

Remedy Activities

Aelationship with Aemedy

Arthur Andersen entered into a partnership with Remedy at the beginning of 1999 and is committed to sending qualified employees through the RAC training program to partner with Remedy in application implementation.

Arthur Andersen's Business Expertise

Realizing organizations are becoming increasingly dependent on information systems; Arthur Andersen has placed itself in a position to provide them with the tools necessary to implement their business ideas quickly and cost effectively, "said Mitchell Simon, partner, Arthur Andersen Business Consulting. By teaming with Remedy Corporation, Arthur Andersen is able to offer clients a breakthrough enterprise software package that delivers a practical, yet innovative, business solution.

Arthur Andersen recently announced the launch of the KnowledgeSpace Digital Communications community, a complete online research, industry analysis and news service that brings business performance improvement tools and resources to the desktops of professionals in the technology, entertainment, telecommunications, and media industries.

The KnowledgeSpace Digital Communications community gives subscribers access to proprietary diagnostic tools and proven best practices specifically tailored to the converging communications industry. Reference sources that include up-to-date financial and operational industry reports give subscribers the capability to benchmark their companies against competitors and improve their own decision-making

Arthur Andersen's Business Practices

Arthur Andersen's Business Consulting practice assists leading organizations in improving their decision making, business operations and organizational capability through a broad range of process improvement, performance enhancement and middle market technology implementation services. Arthur Andersen provides a broad range of process-improvement, value-enhancement, and technology-enabled solutions that improve shareholder value.

Strategic Positioning

Special Strengths

Arthur Andersen considers that the following service lines differentiate them in the Remedy market:

- Business Consulting
- Assurance & Business Advisory
- Tax, Legal & Business Advisory
- Global Corporate Finance

Industry Knowledge and References

Arthur Andersen has specific focus on the following vertical markets:

- · Finance and Insurance
- Telecommunications
- Utilities
- Health Care and Social Assistance

Manufacturing and Real Estate and Rental and Leasing are two additional markets that Arthur Andersen has experience with.

Exhibit 1 shows revenues in the U.S. by geographical area

Exhibit 1

Rctivity By Revenue And Geographical Market

(In US\$ billions, fiscal year ending 8/31/98)

Geographical Market	REVENUES (In US\$ billions, FY ending 8/31/98)	% Growth
North America	2.8	22%
Latin America	.3	50%
Europe/Middle East/India/Africa	2.1	11%
Asia/Pacific	.7	0%
Other	.2	100%

Source: Arthur Andersen Worldwide

Buenning + Partner

51

Remedy Partner since:

1998

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Company Background

Buenning+Partner was established in 1992 to offer high quality consulting and services for modeling, building and implementing IT systems with special focus on service solutions. This includes systems for user help desks, customer care, call centers and for IT areas which are closely connected to service business, like customer relationship management, basic data management, inventory management, enterprise resource management, etc.

It was the strategic goal of Buenning+Partner to have a well-established position in the service business market. After hundreds of projects in this area, more than 300 that are based with AR System, this goal has been reached successfully.

Main regions for operations are German-speaking countries, especially Germany and Switzerland. In other European countries projects are completed if the project language is English.

Remedy Activities

Relationship with Remedy

It is a basic strategic decision of Buenning+Partner to supply only services and not to sell products. Our customers are assured that our focus is solely on them and not with the sales perspective. This makes Buenning+Partner a trusted consulting partner for the customer. Since Buenning+Partner does not resell Remedy products, it can cooperate with other resellers without conflict of interest.

Employees

The consultants of Buenning+Partner have worked in the service systems industry for many years. We have developed and evaluated the many approaches to the numerous questions in this difficult area. Buenning+Partner's extensive experience allows us to determine quickly and effectively the best solution for the customer's requirements: what traps and side effects may be on the way; and how to get the solution into production successfully.

Buenning+Partner's Business Expertise

Buenning+Partner offers the complete range of services that are needed to build and run service solutions. This includes: first-step consulting; project planning; project design; project management; solution design and concept (organizational model, process model, data model, AR System structures); realization; implementation; training of AR System administrators and users; AR System product and application support; project reviews; application reviews; solution tuning and more. The customer can therefore receive any support needed for his service project from just one partner.

Buenning+Partner's Business Practices

Buenning+Partner not only completes projects as a main contractor, but also as a subcontractor to the largest IT companies requiring special skills and experience.

Strategic Positioning

Special Strengths

Based upon years of experience Buenning+Partner developed its own methodology to manage service projects as effectively as possible. With this project management, the customer is assured that Buenning+Partner has thoughtfully developed a strategy leading to a successful project result. This project management is possibly the greatest value that Buenning+Partner can give customers and partners.

Buenning+Partner offers customers all of the service solutions they could ever need for their requirements, using Remedy AR System to build and run them.

Buenning+Partner has the best quality in the fastest time, guiding customers and partners safely through the challenges of a service project.

Industry Knowledge and References

Buenning+Partner has specific focus on the following vertical markets:

- Finance and Insurance
- Telecommunications
- Wholesale Trade
- Information

Exhibit 1

Selected Customer Projects

Selected Lustomer Projects			
Customer	Industry	Project Details	
IT-Provider for Swiss Banks	Finance and Insurance	The customer is the IT-provider for several important Swiss Banks. The customer uses AR System for service management, inventory management and other related functions. As a special offering the customer provides the AR System application as part of their own service management offering. Because the clients are Swiss Banks with high security requirements, a complex mandatory model had to be designed and to build in AR System. All consulting and services in this project are supplies by Buenning+Partner (project planning, solution concept & design, AR System application development and implementation, etc.)	
Manufacturing	Computer and Electronic Product Manufacturing	The customer produces hardware and software for an essential part of the telephony network in Germany and other European countries. The AR System is used for customer service, problem management, inventory management, development and version control, etc. Buenning+Partner supplies all consulting and services -planning, building, implementing, etc.	
Department Store Chain	Retail Trade	The customer uses AR System for problem management of a merchandising IT system, which is mission critical for this \$8 billion company. Buenning+Partner supplies all consulting and services - planning, building, implementing, etc.	
IT-Provider Publishing Group	Information	The customer is the IT provider for a large publishing and newsletter group. The AR System is used for customer management, help desk, problem management, inventory management and additional functional areas. Buenning+Partner supplies all consulting and services.	

Source: Buenning+Partner

Cabletron Systems

51

Remedy Partner since:

1992

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Additional Offices:

Worldwide See website for specific locations

Company Background

Cabletron Systems, a recognized leader in highperformance computer networking products and advanced network and systems management software, has provided dependable internetwork, LAN, WAN and remote access communications to millions of people throughout the world. With scalable products designed for Fortune 1000 enterprise networks, service providers and small businesses, Cabletron provides intelligent, reliable, and cost-effective business solutions for the information age. Through its own and partnered innovations in standards-based internetworking technology, and an unrivaled customer support operation, Cabletron has exceeded \$1.5 billion in revenue, with over 5,900 employees worldwide Customers include global financial institutions, federal and state agencies, industrial and manufacturing companies, telecommunications companies, Internet service providers, health care facilities and academic institutions around the world

Remedy Activities

Relationship with Remedy

Cabletron is one of Remedy Corporations oldest partners. Remedy's AR System is SPECTRUM's tightly integrated Solution. Cabletron owns and maintains the Remedy AR System Gateway and resells Remedy products as part of their overall solution.

Employees

5,900 Worldwide

Cabletron Systems Business Expertise

Cabletron provides computer-networking solutions to organizations that rely on utility-like network reliability, performance and control for their success. Our solutions now widely deployed in manufacturing, healthcare, education, financial, government and telecommunications not only help people share information and ideas within a company but enable them to connect to, and profit from, the global networked economy.

Cabletron's SPECTRUM

SPECTRUM is a different kind of network management system. Most network management systems are, in reality, a collection of independent tools tied together with icons and menus. To support a network with equipment from multiple vendors, network managers must buy separate management products from each vendor and do the integration work themselves, adding months to the time it takes to get up and running, and also adding significantly to the overall cost of ownership. Then, as their network grows and changes, they need to add new tools.

SPECTRUM, by contrast, provides network administrators with an integrated network management solution, not a collection of parts. SPECTRUM products are built around the SPECTRUM Knowledge Base, which uses object-oriented modeling to monitor and manage all components of your network in unison, rather than one vendor's equipment at a time. All SPECTRUM integrated applications can utilize the intelligence built into the SPECTRUM Knowledge Base to interpret network events, rather than just display them. In this way, SPECTRUM Enterprise Manager, along with its fully-integrated partner applications, gives network managers the tools and applications they need to unravel the complexities of their network, build an accurate model of the network itself, and monitor the health and well-being of their network.

Cabletron Systems Business Practices

Three essential beliefs influence every aspect of our business: offer customers extraordinary network technology; ensure the network's optimal performance with SPECTRUM enterprise management and the Smart Network Guarantee; and, provide unparalleled service and support. Cabletron stands alone in its commitment to the business of networking, with award-winning hardware, software and services designed to equip todays enterprise customers for tomorrows networked economy.

Cabletron Systems SPECTRUM Integration

The AR System Gateway enables users to efficiently detect, track, and resolve network problems and service requests. The AR System Gateway ties SPECTRUM alarms into the AR System developed by the Remedy Corporation, thereby enabling network administrators to create a workflow process for support staff while automatically capturing a database of information to be used for problem solving.

Functionality:

- To generate AR System trouble tickets automatically from network problems detected by SPECTRUM.
- To determine the alarm condition, age, and type of alarms that should generate automatic trouble tickets.
- To generate trouble tickets manually from SPECTRUM's Alarm View.
- To enable administrators, troubleshooters, and network users to communicate efficiently with each other
- To build a database of problems and their resolutions that the administrator can use to analyze, solve, and as a result, avoid network problems.

Strategic Positioning

Special Strengths

Cabeletron Systems considers that the following points differentiate them in the Remedy market:

- Strengthened Industry Leadership -- Focused on becoming the leading supplier of network switching and management technology
- Streamlined Operations -- Restructured the business as one functional, market-driven organization
- Expanded Channel Sales -- Driven third-party sales and distribution through value-added partnerships
- Widened the Global Scope -- Raised the level of dedication to expanding and increasing international presence and revenues
- Acquisitions and Partnerships -- Further capitalize on products, services and solutions from recent acquisitions while forging deeper partnerships in the service provider arena with a commitment to filling products or service gaps with additional intelligent acquisitions

Industry Knowledge and References

Cabletron Systems has specific focus on the following vertical markets:

- Telecommunications
- Finance and Insurance
- Public Administration
- Manufacturing

CompuCom Systems, Inc.

SI

Remedy Partner since:

1997

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CompuCom is present in over 50 cities nationwide. For a location in your city check your local phone directory or call one of the numbers above.

Company Background

CompuCom is one of the largest providers of distributed desktop products and network integration services to America's top companies. Based in Dallas, Texas, the company has reached \$2.25 billion in product and service sales.

By serving as a primary partner for evaluating, acquiring and deploying new technologies, CompuCom helps clients focus on core business activities and increase their return on investment. The firm offers help desk consulting services to assist customers in reviewing, designing, and implementing technical support processes and systems.

Remedy Activities

Relationship with Remedy

CompuCom, a national Remedy systems integrator, provides value-added help desk, change management and asset management consulting services to augment Remedy solutions.

Employees

CompuCom's Professional Services Division has over 600 consultants and engineers who plan, design, and implement Information Technology solutions.

CompuCom's Business Expertise

CompuCom Help Desk Consulting services move customers from their current state to their desired state of operations by first prescribing an appropriate support model and then efficiently building that model.

CompuCom's Professional Services Division provides clients with IT consultants and certified system engineers to deliver a complete a set of IT Solutions in the following areas:

- Asset Management
- Y2K
- Infrastructure
- Internet
- Help Desk Consulting
- Network Operating Systems
- Messaging
- Enterprise Systems Management
- Microsoft Solutions
- Novell Solutions

CompuCom's Managed Desktop Services provide companies with all of the services and products they need to keep their operations running efficiently.

- Procurement
- Configuration
- Software Management
- Field Engineering
- System Engineering
- Network Management
- Web-Based Commerce Options
- Asset Tracking
- Asset Management
- CompuCom Help Desk
- Desktop Management Consulting

Strategic Positioning

Special Strengths

CompuCom considers that the following points differentiate them in the Remedy market:

- Startup problems are minimized with detailed support documents and quality training
- System reports provide management with timely and accurate information
- Support personnel know what is expected of them as they attempt to resolve or escalate the users' problem
- Fewer implementation problems occur with CompuComs structured approach to implementation
- Support systems are implemented by highly skilled industry experts

In addition, CompuCom has a Help Desk fastSTART service that provides a rapid configuration of technical support problem management, change management, asset management, or knowledge management systems. The fastSTART service utilizes predefined implementation templates and proven procedures to gather configuration information, install products, program reports, and train people.

CompuCom's fastSTART service enables an Information Technologies organization to deploy a support operation quickly without removing key personnel from their existing job responsibilities. CompuCom's expert staff handles implementation activities that do not require

customer staff and coordinates tasks that do involve customer staff. Using pre-defined documents and a proven approach, *fast*START significantly reduces the time it takes a new operation to get underway.

CompuCom has a complete support center life cycle that provides the framework for all of the firms complex project services. This life cycle approach also provides guidance to project team members to assure that customers receive consistent, quality driven results in each engagement. The framework offers guidance on what elements and contingencies to consider when evaluating, planning, designing, building, operating, and continuously improving support operations.

CompuCom applies a disciplined approach that addresses all areas of support center development and operations. It is organized into the four major components that affect IT support services: people resources, processes, products (support tools) and programs. The approach CompuCom utilizes to transform the current support operation to a 'desired state" or best in practice "model ensures the success of each support centers transformation initiative.

Industry Knowledge and References

CompuCom has specific focus in the following vertical markets:

- Telecommunications
- Finance and Insurance
- Manufacturing
- Computer and Electronic Product Manufacturing

Selected Customer Projects

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Customer	Industry	Project Details
Data Network and Long Distance Carrier	Telecommunications	CompuCom designed and implemented a three-tiered service organization, for a telecommunications company, that includes a Level 1 onsite support center, a Level 2 field service organization for 48 locations and a Level 3 IS support structure. Using the three-tiered approach, CompuCom is solving more problems at Level 1 and thus getting the enduser back up and productive in a shorter period of time.
Division of a Leading Hardware Manufacturer	Technology	For a division of a leading technology company, CompuCom designed, implemented and operates an IT help desk. The redesigned help desk operation uses the same number of staff to handle twice the call volume (as compared to the original help desk) and they consistently receive high customer satisfaction ratings.
Telecommunications Service Provider	Telecommunications	For a telecommunication company, CompuCom assessed, designed and implemented a support operation that transformed their dispatching operation into a valued added support center. The Level 1 support center was designed as a single point of contact for shrink-wrap applications, desktop hardware, legacy applications, password resets, local area networks, installations, moves and changes. As a single point of contact, the support center logs, tracks and manages each call to resolution.
Hospital Group	Healthcare	For a hospital, CompuCom assessed two separate help desks located in different cities. A plan was then developed and implemented to consolidate the two help desks into one. Short-term recommendations were identified when the assessment revealed some areas that needed immediate attention. CompuCom also helped identify the hospitals long-term strategic goals for the consolidated help desk. A high level roadmap was presented to them as a way to reach their long-term objectives and CompuCom assisted the hospital in getting started. Source: CompuCom Systems, Inc.

Eigen Solutions Ltd.

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Remedy Partner since:

1998

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www.eigen.co.uk

Company Background

Eigen Solutions, established in 1996, is a leading provider of IT Enterprise Management solutions.

Eigen Solutions has experience in integrating service management and enterprise management software to create Corporate Service Centers.

In 1998, Eigen Solutions had UK revenues of £1.4 million. Eigen Solutions has approximately 20 consultants in the UK.

Remedy Activities

Relationship with Remedy

Eigen Solutions entered into a partnership with Remedy in 1998.

Employees

Eigen Solutions has 10 Remedy consultants in the UK.

Eigen Solutions' Business Expertise

Eigen Solutions is mainly involved in the following types of projects:

- Large infrastructure re-engineering projects where Remedys AR System is being used to deliver major changes throughout an organization.
- Smaller projects where the focus is much more specialized. Implementations are targeted at delivering best in class"point solutions that can be easily integrated into enterprise-wide solutions.

At Eigen, we aim to deliver what others can only promise. With our completely solutions-based approach and strong partner links, we can quickly build a team to consult, design, and implement according to our customers needs and timeline.

Eigen Solutions' Business Practices

Eigen Solutions has a very flexible workforce. Our senior consultants have 10+ years broad IT experience, including several years working with the leaders in various key industries, particularly in the Finance and Telecommunications sectors.

Eigen Solutions' Integrations

Our continued success can be attributed to the number of varied and complex integrations which we have completed. These include working with products in the following areas:

- Network & event management
- Asset and configuration management
- Change & release management
- Email systems
- Third party service management systems

Strategic Positioning

Special Strengths

Eigen Solutions considers that the following points differentiate them in the Remedy market:

- Comprehensive methodology for Remedy projects
- Quality Remedy analysts, skilled in all aspects of AR System implementation
- A flexible workforce with UK wide coverage
- Several years of quality integration experience

Industry Knowledge and References

Eigen Solutions has specific focus on the following vertical markets:

- Professional, Scientific, and Technical Services
- **Telecommunications**
- Utilities
- Manufacturing

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Telecommunications	Service management	55%	45%
Professional, Scientific, and Technical Services	Re-engineering	20%	40%
Utilities	Energy provision	20%	10%
Manufacturing	Paper	5%	5%

Source: Eigen Solutions

Exhibit 1 shows Eigen Solutions'Remedy revenues in

the U.K. by vertical markets.

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
MCI Worldcom	Telecommunications	Eigen delivered a solution to allow MCIW to comply with regulatory commitments to provide structured information to emergency and other public services agencies
Newbridge Networks Ltd	Professional, Scientific, and Technical Services	Eigen implemented a purely web- based system to help NNL to more effectively manage provisioning of network services. The system included the practices of order management, resource and project management and supply chain operations.
SEEBOARD	Utilities	Eigen implemented a help desk facility to provide service management functionality to SEEBOARD's entire internal and external operations. Part of the solution also involved integration with a remote third-party Vantive system.
English China Clay	Manufacturing	Eigen delivered a help desk system which was the basis for a new customer support service to all internal UK staff.

Source: Eigen Solutions

Eltrax Systems, Inc.

51

Remedy Partner since:

1996

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Company Background

Eltrax Systems, established in 1984, is a national provider of cost-effective Information Technology solutions. Uniquely positioned to serve customers from coast to coast, Eltrax has enabled thousands of domestic and international companies across a variety of industries to realize the cost saving benefits of its total networking and system management capabilities. With over 700 employees and annual revenues of \$100 million, Eltrax Systems is positioned to provide complete, comprehensive, and continuous network lifecycle management.

Remedy Activities

Relationship with Remedy

Eltrax Systems entered into a partnership with Remedy in 1996. Remedy is one of the technologies in Eltraxs Enterprise Management System business. Today the company is a System Integrator of all Remedy applications and provides Remedy consulting, design, and implementation services.

Employees

Eltrax Systems has 9 technical staff members in its Enterprise Management Business unit.

Eltrax's Service Skills

Eltrax service skills related to Remedy include requirement analysis, application development, installation, support, and project management services.

Eltrax Business Expertise

Eltrax Systems is primarily involved in initial Remedy installations or redesigns of existing installed systems. The firms typical approach is to prepare a Remedy System Design Specification (RSDS) based on information gathered from the client. Eltrax will then conduct a requirements-planning meeting with the clients and Eltraxs project team members to review the RSDS. The result of this cooperation is a revised draft that outlines which recommendations will be implemented and which changes have been made to the recommended design.

Eltrax then installs and tests the Remedy software in accordance with the requirements outlined in the RSDS. In addition, Eltrax provides system familiarization training of the clients AR System production deployment for designated staff. Finally, Eltrax provides the development and delivery of complete AR System documentation.

Strategic Positioning

Special Strengths

Eltrax Systems considers that the following points differentiate them in the Remedy market:

- Eltrax brings together extensive networking expertise with Remedy consulting and implementation.
- Eltrex personnel are accredited trainers and specialists in the IT and service areas.
- Eltrax has a broad understanding of Network
 Operating Centers (NOCs) from a design
 perspective. Sophisticated event filtering and
 correlation provided from network management and
 monitoring tools allows help desk tickets to be
 automatically opened in Remedy.
- Eltrax has developed a sophisticated automated call tracking system designed for use in service providers NOCs. It is designed to automatically assign tickets to the appropriate people based on workflow assignments. This integrated solution is designed to work seamlessly with the Netcool Service Management System from Micromuse, Inc. and with HP OpenView Network Node Manager from Hewlett-Packard.

Industry Knowledge and References

Eltrax Systems supports customers from all major industry segments. The company has a specific focus on the following:

- Finance and Insurance
- Hospitality
- Educational Services
- Manufacturing

Telecommunications is another market in which Eltrax has experience.

Selected Customer Projects

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Customer	Industry	Project Details		
Cable Company – Network Operations Center	Telecommunications	Analyzed, designed, developed and implemented an automated call tracking system using Remedys AR System database. Developed Automated Network Operation Center Call Tracking system with integration into Micromuse Netcool, BMC Patrol and HP Openview. Tickets are automatically assigned to technicians and notifications are sent via pager or email. Tickets are assigned based on technician workload and on-call schedules are used when tickets are opened in evening or weekend hours. Installation includes Remedys ARWeb module.		
Cable Company - Internet Services	Telecommunications	Designed and developed integration of Internet Services Departments Call Center Remedy application to external companys Remedy system using Remedys Distributed Server Option to enable bi-directional sharing and management of trouble tickets. Installation included integration with internal corporate Remedy Network Operation Center installation to ensure cohesive corporate support environment.		
Pharmaceutical Company - Support Center	Manufacturing	Consulting services performed to analyze existing Remedy environment and recommend design changes to enhance workflow and automate procedures. Recommended integration of knowledge base products, network management tools, asset and change management modules. Bar code scanning and Palm Pilot integration provided.		
Networking Operation Services Company – Network Operations Center	Computer and Electric Product Manufacturing	Developed and deployed Remedy as the tool used by technicians to manage the support of customer networks. HP Openview and Nerve Center applications monitor networks. Specific pre-defined events will automatically open trouble tickets. All device, circuit, service provider, and customer information is integrated and will automatically populate the call ticket when opened by HP Openview.		

Source: Eltrax Systems

ESQ Business Services, Inc.

51

Remedy Partner since:

1997

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Company Background

ESQ Business Services, Inc. is a global high technology company comprised of two operating divisions - a Software Division and a Services Division. The Software Division develops, markets and supports a line of system and network management tools with focus on Tandem's NonStop marketplace. The Software Products Division delivers significant performance, availability and cost saving benefits in the operation and management of stand-alone or networked Tandem servers.

The IT Consulting Services Division, is a leading provider of specialized Information Technology (IT) professionals, available on a contract and permanent basis. The IT Services Division is self-sufficient and a profitable aspect of ESQs business.

The quality and number of ESQ's customers is a good measure of the company's success. Since 1990, ESQ has licensed products or provided services to more than 1,000 organizations World-Wide. ESQ's customer list is a Who's Who of Global 500 organizations -- split 60/40 between North America and International markets.

Remedy Activities

Relationship with Remedy

ESQ entered into a partnership with Remedy in 1997. Today, ESQ Business Services continues our relationship with Remedy as a Systems Integrator.

Employees

ESQ Business Services provides approximately 17% of the total Remedy Approved Consultant work force worldwide. ESQs Remedy Approved Consultants are available for Global deployment.

ESO's Business Expertise

ESQ IT consulting clients prove to be fertile ground and fuel the growth of the division. Our industry clients continue to experience substantial growth and high demands for experienced IT professionals. These trends, combined with a highly competitive marketplace and scarce human resources have placed pressure on organizations to shorten project life cycles and the time to recognize return on investment. The deployment of new technology and next generation products often requires significant and highly specialized technical talent that may not be readily available internally. As a result, companies frequently turn to secondary sources of IT professionals with expertise in the leading technologies.

ESQ as a company has acquired a wealth of knowledge and experience while dealing with medium to large size organizations to satisfy their IT needs. ESQ\$ IT Consulting Division\$ expertise and strategy is aimed at implementations of packaged software products in the Enterprise Management tools arena with a primary emphasis on Remedy Corporation\$ suite of service and help desk solutions.

ESO's Business Practices

The business practices of ESQs IT Consulting Division are focused on a customer-centric and career development model which allows the division to evaluate and formulate what we believe to be the best business practices.

This model not only provides the ability to motivate employees but also produces successful implementation projects and satisfied customers through motivators such as recognition, communication, performance evaluations and career development planning. ESQ recognizes that the key to a successful consulting operation is directly related to our ability to motivate, train and retain our most valuable asset: our employees.

All of ESQs Remedy Approved Consultants (RACs) receive their formal training and certification directly from Remedy. After the consultants are successfully certified, each consultant receives further review and screening prior to being deployed on a customer account.

ESQ has worked hard to define and implement a screening and evaluation business practice. This type of

best business practice will produce high quality consultants who may be deployed anywhere in the world and virtually guarantees the success of any Remedy implementation project.

The career development program is a systematic process which provides opportunities for employees to be involved in education and development activities which will facilitate career advancement and support ESQs and Remedys organizational performance objectives.

The additional benefits of these business practices include:

- Enhanced reputation and image in the marketplace
- Customer trust and loyalty
- · Recruitment and retention of top performers
- Improved employee morale

ESQ's Integrations

ESQ has developed considerable IT integration expertise with desktop applications, Enterprise Resource Planning applications, Enterprise Management platform software packages such as Tivoli, HP-Openview & Command Post to name a few. ESQ assists large and medium size Remedy customers with help desk implementation and integration projects in cross-industry and wide spread geographic markets.

ESQ has established key partnerships with mainstream vendors such as Compaq, Microsoft, Tivoli, Computer Associates, Hewlett Packard etc.

Strategic Positioning

Special Strengths

ESQ believes that the following points of strength differentiate our IT Consulting Division from others in the Remedy marketplace:

- The IT Consulting Service Divisions business model and alliance with Remedy Corporation is well understood, solid, and based upon past successes
- Strong customer presence in world-class organizations
- Professional management team and skilled technical staff experienced in enterprise applications
- Strong emphasis on customer support and user satisfaction

Industry Knowledge and References

ESQs IT Consulting business unit was created in 1994 to provide consulting services to a variety of markets. The vertical markets that we target are defined by unique differences such as engineering skills, application technology, and customer type. ESQ has identified the following vertical markets due to their significant market potential:

- Finance and Insurance
- Manufacturing
- Utilities

Exhibit 1 shows ESQs Remedy revenues in the U.S. by vertical market.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Finance	Banking	32%	30%
Insurance	All	27%	25%
Manufacturing	Computers & Peripherals	19%	20%
Utilities	Telecommunications	14%	15%

Source: ESQ Business Services, Inc.

Selected Customer Projects

Customer	Industry	Project Details
Financial	Banking	Developed a comprehensive trouble ticket system. Worked closely with client to implement strategy and build a large and effective help desk organization. Provided implementation services for Remedys System. Project included support for existing and new financial services.
Utilities	Telecommunications	Implementation of a help desk with integrated asset tracking. Project utilized the Distributed Server Option of AR System to span four service areas in the US.
Financial	Banking	Planned, organized and implemented upgrades of AR System to a license base of over 2,000 users.
Manufacturing	Industrial	Designed, developed and implemented an AR System application to assist with post-sales and support teams. The application serviced a nation-wide sales and support organization.

Source: ESQ Business Services, Inc.

FS Integrators, Inc.

51

Remedy Partner since:

1994

Contact Information

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Company Background

Founded in 1993, FS Integrators' (FSI) mission is to successfully deliver quality AR System specific solutions to our clients nationally. We achieve this through consulting, integration, and software products.

Remedy Activities

Relationship with Remedy

For more than 5 years, FSI has been designing, developing, and implementing AR System specific solutions. FS Integrators is both a System Integrator and a Product Partner of Remedy.

Employees

FSI has 12 staff members located in Santa Monica (headquarters), Orange County, Chicago, and Minneapolis.

FS Integrators' Business Expertise

FSI provides full consulting services, including:

- Assessments, analysis, design, development, implementation and integration of applications
- Modification and enhancement of existing client applications
- Customized training specific to applications provided by FSI
- Full technical support on all applications and integrations provided by FSI

FSI offers software products specific to the AR System environment. These products have resulted from our consulting experience and include:

- Service Order Module (Remedy Product Partner) –
 plug-in functionality to create multi-task workflow
 (pre-defined and ad hoc) which can spawn multiple
 tickets with a single request while maintaining
 workflow sequence, structure and timing.
- ActionProject Manager (in partner approval process)

 turnkey project management application enabling
 the ability to plan, approve, manage, work and
 review a project in the same application, enterprise wide.
- Push Technology tools to access the API without C programming.
- Elapsed Time Procedure tracking elapsed time between events.

FS Integrators Business Practices

FS Integrators'business philosophy is simple - produce a quality solution, on time and on budget. To accomplish this we utilize a methodology based upon more than 5 years of experience in the AR System environment. The RDDI process has four phases with pre-defined steps that are then custom-tailored to suit the particular requirements of the project. The process is flexible with the ability to adapt and scale to any type of project.

FSI believes a successful implementation requires a qualified team of professionals with clearly defined roles and responsibilities. Each project is lead by a team consisting of an account representative, project manager, and lead developer. The team can then draw upon AR System architects and a central development staff to bring a diverse set of resources to the project.

FS Integrators provides full technical support for all consulting and integration projects and supports a national client base with full-time FSI employees.

FS Integrators' Integrations

FS Integrators is focused on providing AR System specific solutions for our clients. Our professional services skill set includes:

- AR system design, implementation and administration
- Reporting design and implementation: IQ Software, Business Objects, Crystal Reports, DDE to Excel
- Telecommunications design and implementation: Telamon
- Web design and implementation: J-Ticket, ARWeb
- Network operating systems: HP OpenView, Novell
- Programming: C/C++, Scripting, Visual Basic, Visual C++
- Other: workflow design, process management, project management, help desk, problem management, customer service, service center, dispatch, bug/defect tracking, change management (including SAP control), time tracking, asset and cost tracking.

FS Integrators partners with IQ Software, Tek-Tools, and Telamon.

Strategic Positioning

Special Strengths

FSI believes that the following points differentiate us in the Remedy market:

- Focus on the AR System brings in-depth knowledge and experience to projects.
- Proven methodology for delivering a successful project implementation.
- Dedicated project team backed by a central development staff brings a broad base of expertise and resources to every project.
- Unique software products resulting from consulting experience and developed to help speed implementation while reducing costs for clients.
- Focus on delivering a successful and complete quality implementation on time and on budget.

Industry Knowledge and References

FS Integrators focuses on large to medium businesses currently using the AR System. Our vertical market experience and client base includes:

- Telecommunication
- Professional, Scientific, and Technical Services
- Manufacturing
- Finance and Insurance

Public Administration, Health Care and Social Assistance, and Educational Services are additional markets that FS Integrators have experience in.

Exhibit 1 shows FS Integrators Remedy revenues in the U.S. by vertical market.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Telecommunication	N/A	18%	N/A
Professional, Scientifc, and Technical Services	N/A	17%	N/A
Manufacturing	N/A	15%	N/A
Public Administration	N/A	11%	N/A
Health Care and Social Assistance	N/A	10%	N/A
Other/Various	N/A	18%	N/A

Source: FS Integrators, Inc.

Selected Customer Projects

Customer	Industry	Project Details
American Honda Motor Co., Inc.	Manufacturing	Designed, developed and implemented a custom problem management application to address Honda's specific requirements. Currently in design and development of an asset and cost tracking system for budget management. FSI has been nominated for Honda's Premiere Partner Award.
Allegheny Power	Utilities	Implemented AR System help desk templates and modifications to meet Allegheny's unique workflow requirements, including paging integration.
MCI WorldCom	Telecommunications	Implemented a consolidation and simplification project to consolidate multiple help desk applications and streamline workflow for the generation of critical management reports.
International Monetary Fund	Public Administration	Designed, developed and implemented a custom application to manage problem management and service requests (single- and multi-task). Included designing a process for automating the interchange of real-time data with external applications, including PeopleSoft.

Source: FS Integrators, Inc.

GMSI (Global Management Systems Inc.)

51

Remedy Partner since:

1990

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Company Background

Global Management Systems Incorporated (GMSI) is an information network and computer systems integration company providing consulting and focused support services to large corporate and government enterprise customers. Our staff designs, implements, and improves enterprise information systems for a wide range of commercial and government customers. GMSI was founded in 1988 by Hilton H. Augustine, Jr., presently Chairman and Chief Executive Officer. GMSI's headquarters is located in Bethesda, Maryland, in the heart of the Montgomery County's high-technology business district.

Remedy Activities

Employees

GMSI has over 25 employees within our staff of over 250, who have experience with Remedy. From RAC certified professionals to Remedy administrators, GMSI has the right resource for the job.

GMSI's Business Expertise

GMSI is mainly involved in the following two types of projects:

- Enterprise-wide integrated customer support centers
- Custom workflow-based Remedy solutions that integrate the latest automation technologies

GMSI's approach is to partner with its clients'project teams. The company focuses on providing client teams who design high quality business processes and identify and manage potential program risks.

GMSI's Business Practices

GMS's goal is to provide superior business solutions to our customers through highly motivated expert staff. Evidence of our expertise and our focus on putting our customers first, is substantiated by the fact that many of our customers continue to procure our expert services over a multi-project multi-year timeframe.

GMSI operates on the team-based approach. We empower our engineers and experts closest to the customer with direct responsibility for project success.

GMSI's Integrations

For our commercial and government customers, GMSI has integrated custom Remedy solutions with Oracle, Sybase, Informix, HP Openview, CA Unicenter, and custom web-based reporting tools.

Strategic Positioning

Special Strengths

GMSI considers that the following points differentiate them in the Remedy market:

- Custom enterprise information management solutions
- Superb systems integration expertise, strategic information systems planning and implementation
- Design and support for expert intelligent systems for inward and outward looking customer service centers
- Database modeling, implementation, and integration
- Computer network design, implementation, management and migration

Industry Knowledge and References

GMSI has a specific focus in the following vertical market:

- Integrated customer support centers with NOC/call center capabilities
- On-site and remote network management services that provide custom support solutions
- Custom enterprise information management solutions

GMSI has strategic partnerships with industry leaders such as Remedy, Microsoft, Novell, Banyan, Cisco, Digital Equipment Corp., Oracle, Hewlett-Packard, Sybase, Bay Networks, PC Docs, and others to provide complete integrated solutions to our customers.

Exhibit 1 shows GMS's Remedy revenues in the US by vertical markets.

Exhibit 1

Remedy Activity By Revenue And Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Telecommunications	ISP NOC/Call Centers	40%	25%
Public Administration		30%	55%
Manufacturing		20%	15%
Professional, Scientific, and Technical Services	Data Processing	10%	5%

Source: Global Management Systems Inc.

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
UUNet	Internet Service Provider	Designed and implemented an integrated customer support solution that utilizes NMS, CTI, and AR System products.
Iridium	Telecommunications	Designed and implemented a customer service management system.
US House of Representatives	Government	Designed and implemented a call tracking system that supports both internal and external requests for services and information.
ADP	Electronic Payment Services	Designed and implemented a custom workflow solution for tracking changes to the many ADP customers and configurations.

Source: Global Management Systems Inc.

Hewlett-Packard Consulting

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Remedy Partner since:

1996

Contact Information

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Company Background

HP Consulting, a division of Hewlett-Packard Company (HP), provides world class consulting and systems integration services to Fortune 500 companies and select other organizations.

HP Consulting helps global companies design, implement, and manage secure, reliable IT infrastructures within specific global service areas such as:

- Customer service delivery
- Enterprise desktop management
- Enterprise messaging
- Extended enterprise resource planning SAP, Oracle, Baan and Peoplesoft
- ITSM
- IT infrastructure: enterprise architecture, data warehousing,
- Integration centers, internet consulting, security
- Industry solutions: communications, financial services, manufacturing

Over \$1 Billion of HPs global \$48 Billion 1998 revenues comes from HP Consultings activities. With more than 5,000 consultants in all major countries around the globe, HP Consulting are one of the premier services organizations globally.

Remedy Activities

Relationship with Remedy

In many ITSM implementations HP Consulting has worked with Remedy to integrate the Remedy products with the HP Openview suite of products and HP Consultings ITSM processes

Employees

Since HP Consulting is not aiming to be a 'typical' Remedy implementation partner the number of Remedy knowledgeable consultants is limited. The number of ITSM process knowledgeable consultants is in excess of 400.

HP Consulting's Business Expertise

One of HP Consulting's main focus areas is IT Service management. HP's ITSM solutions unleash the power of IT by integrating people, process and technology (e.g. Remedy) to re-focus IT on its customer and align it with the business goals of the enterprise. We enable IT organizations to supply cost-effective, best-in-class services to their customers at agreed upon service levels. The benefits of customer-focused service management can be enormous, including increased productivity, and quicker time to market, managed costs, and ultimately, competitive advantage.

This makes HP Consulting, not an implementor of Remedy software solutions, but an organization addressing large ITSM and process oriented solutions.

HP Consulting's Integrations

The HP Openview suite of products has 'smart plug-ins for Remedy" enabling Remedy to work side-by-side with an Openview environment. The HP Consulting processes address issues like service, incidents, problems, changes and asset-configuration management with links into Remedy products.

Strategic Positioning

Special Strengths

HP Consulting considers that the following points differentiate them in the Remedy market:

- In-depth knowledge of all ITSM related processes
- Proven expertise in how to bring people, process and technology together
- Global presence with project management resources in every major country and language

Industry Knowledge and References

Although ITSM is a cross industry activity, many of our success stories can be found in:

- Telecommunications
- Financial and Insurance
- Manufacturing

Project Guidelines

Typically, we engage in projects with larger organizations that like to establish a structure to align business and IT objectives, translate these objectives into required service levels, design the appropriate Service Level Agreements and build a structure that enables the IT organization to deliver and monitor the required service levels.

IBM Global Services

51

Remedy Partner since:

1997

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www.ibm.com/services/smns/helpdesk/

Additional Offices:

Worldwide

Company Background

With 1998 revenues of approximately \$29 billion, IBM Global Services is the worlds largest Information Technology services provider. The firm, IBMs fastest growing business segment, has an unsurpassed breadth of capabilities to help companies of all sizes solve real business problems and create new business opportunities.

Remedy Activities

Relationship with Remedy

IBM Global Services entered into a partnership with Remedy to provide consulting, planning and design, implementation, and integration services along with being a licensed reseller of Remedy products.

Employees

One of IBM Global Services'most important assets is its people. The firm has about 126,000 strategists, problem solvers, and implementers who understand how technology can solve real business problems and allow companies to take advantage of new opportunities. These professionals have the expertise and experience

to help clients in a variety of industries find the right technology solutions for their businesses.

IBM Global Services has help desk experts, Remedy certified, trained and Approved Consultants, IT architects and specialists, integrators, project managers and a professional work force across the globe experienced in systems management and networking.

IBM Global Services' Business Expertise

IBM Global Services'people provide assessment, strategy, design, implementation, and operational services to help clients manage their IT environments. The firm offers services for help desk, asset management, Tivoli™ and other systems management and networking disciplines.

IBM Global Services has a dedicated help desk practice that provides process-driven solutions, consulting services and product and technology integration by skilled professionals. These specialists are experienced in systems management and networking. They possess tools and methods to help deliver seamless, streamlined, end-to-end solutions for clients'IT systems and enterprise help desk needs.

The Help Desk Consulting and Implementation Services practice enables customer-managed help desks by providing infrastructure assessment, planning, and design that encompasses people, process and tools, technology customization and integration, training, and project management. The core objective of the offering is to assist customers with developing a robust support infrastructure based on best practices to meet world-class customer service objectives.

The firms consulting and implementation services include enterprise system management, voice and knowledge-based technologies, customer service, help desk, problem management, change management, asset management, electronic customer interface for vendor dispatching of service related calls, workflow design, process management, project management, network management, security, e-business implementation, email and legacy interfaces.

IBM Global Services' Business Practices

IBM offers a comprehensive suite of help desk services including assessment, process development, planning and design, implementation, integration and support services to help customers better manage their Remedy service and support environment. IBM is a licensed Systems Integrator of Remedy's AR System and suite of service desk and help desk applications.

Clients can leverage IBM's expertise, proven methodologies, and tools to help manage their IT

investments while focusing on strategic business initiatives. Using IBM's Systems Management Solution Lifecycle architecture, the firm has developed a unique plan for building best practices help desk solutions that deliver real benefits for clients.

IBM Global Services' Integrations

IBM Global Services has successfully implemented and integrated Remedy solutions in large, medium, and small customer environments. This includes both consulting engagements and pure implementation and integration engagements. The firms professionals can support existing multi-vendor help desk solutions or partner with other third-party vendors to build a comprehensive, end-to-end help desk solution.

In addition, IBM Global Services helps clients develop an optimal workflow that incorporates new and existing technologies into an automated solution for the clients enterprise. The firm can help clients resolve problems and service requests quickly and consistently by taking advantage of existing paging, email, and fax capabilities. This approach uses computer telephony to link voice and data across enterprise systems and draws upon the firms comprehensive knowledge bases of up-to-date information for known problems. The firm also offers Web integration options.

Strategic Positioning

Special Strengths

IBM Global Services considers that the following points differentiate them in the Remedy market:

- World's leader and largest Global provider of IT services and e-business solutions
- Ability to deliver real business value by leveraging the firms broad industry and technology knowledge base
- Experience and proven track record in developing seamless business and IT solutions
- Experienced, innovative professional team
- Industry recognition for excellence in marketing, encouraging best practices, and promoting the training and skills improvement of marketing professionals in various areas of IT and professional services

Industry Knowledge and References

IBM Global Services has specific focus in the following vertical markets:

- Finance and Insurance
- Health Care and Social Assistance
- Retail Trade
- Telecommunications

Educational Services and Manufacturing are two additional markets that IBM Global Services works in.

Selected Customer Projects

Customer	Industry	Project Details
Financial Services Company	Banking, Finance, and Securities	This engagement utilized IBM's consulting methodology to create the Enterprise Call Management System that fully integrated an inhouse application and database. System implementation included multiple Remedy components that allowed the client to achieve reduced call-handling time and the economic benefits of reduced paper processing.
University	Education	IBM Global Services provided consulting assessment, design and project management for a campuswide solution.
Federal Agency	Government	IBM Global Services designed a total solution around the Remedy products including a fully integrated, Web-enabled system.
Insurance Provider	Insurance	IBM Global Services provided consulting assessment, then designed and implemented a total web-based solution around Remedy for technology and application support across various branches.

Source: IBM Global Services

Impact Innovations

51

Remedy Partner since:

1996

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Company Background

With over 15 years of expertise, Impact Innovations Group, Inc. (IMPACT) provides solutions designed to help clients maximize the value of their customer interactions in terms of revenue and profitability over time. IMPACT delivers IT consulting and systems integration services centered on creating Delivery Chain Management (DCM) solutions for 'customer-centric' organizations.

DCM solutions are those that enable organizations to use technology to create and sustain a competitive advantage by maximizing the value of each customer

interaction. DCM solutions apply technology in four primary business areas: marketing, sales, service and performance measurement.

IMPACT employs more than 320 individuals nationwide. Our associates boast an impressive background in solution development and information technology within each of the industries we service (i.e. industries where delivering value through customer interactions is key to attracting new customers and building loyalty among current customers).

Remedy Activities

Relationship with Remedy

IMPACT has been implementing business solutions with Remedy since 1994. IMPACT officially became a System Integrator partner in 1996.

Our commitment to teaming with Remedy has fostered a relationship that effectively leverages each of our strengths to propose and deliver enterprise solutions that maximize client value.

Employees

IMPACT has more than 25 trained Remedy Consultants, including RAC certified personnel, nationwide.

IMPACT's Business Expertise

IMPACT primarily focuses on service oriented organizations. These are companies with a high volume of customer interactions. These 'customer-centric" organizations typically serve end consumers, are focused on achieving dynamic growth and are in highly competitive industries. Their ability to add value during each and every customer interaction produces a strong competitive advantage. Customer attraction, retention and development are key to the survival of any 'customer-centric' organization.

IMPACT's solutions are tailored specifically for our clients, and typically involve a mix of packaged software applications, component frameworks and systems integration services combined with business process and industry expertise.

Whether a client needs basic application implementation, support and education services or a component framework solution assembled specifically to their requirements, our professionals can provide the technological and change management expertise necessary to ensure project success.

Our Deliver to Order™ methodology takes a client from idea to implementation using a unique approach to assess, map and deliver a solution that's right for them. Such a solution will deliver a competitive advantage, return on investment and flexible future growth.

IMPACT's Business Practices

IMPACT combines consulting expertise with primary technologies such as Customer Contact/Support Centers, E-Business, Document Management, Information Warehousing and IT Services.

Our delivery chain management focus has allowed us to develop the specialized skills and strategic relationships necessary to provide enterprise solutions that increase both productivity and profitability, and help create a sustainable competitive advantage for our clients.

In addition to being package specialists, our Remedy consultants possess a variety of backgrounds ranging from software development skills to network design expertise. This broad combination of skills allows IMPACT to provide true integration expertise surrounding Remedy's applications.

IMPACT's Integrations

IMPACT has integrated Remedy solutions with other tools in most engagements. These integrations include:

- Third party databases such as SQL, Sybase, Oracle, Informix
- Network Management (i.e. HP Openview, Cabletron SPECTRUM, etc.)
- Pager integration
- Email integration
- Document Management/Imaging integration
- Web integration
- Billing Systems integration
- ACD/CTI/IVR integrations for telephony
- Enterprise application integration

Strategic Positioning

Special Strengths

Having coupled our core knowledge of various industries with the Enterprise solutions of the Remedy suite of products allows IMPACT to design and implement solutions, which will provide strategic value for the customer.

IMPACT considers that the following points differentiate them in the Remedy market:

- Delivery Chain Management focus and expertise
- Business Process expertise and industry knowledge
- National business strategies and methodologies
- National expertise for all aspects of solution delivery
- · Complete knowledge transfer to empower clients
- Unparalleled integration expertise

Industry Knowledge and References

IMPACT has specific focus on the following vertical markets:

- Telecommunications
- Computer and Electronic Product Manufacturing
- Finance and Insurance
- Public Administration

Project Guidelines

The characteristics of an IMPACT client include:

- Service oriented
- High volume of customer interactions
- Focus on dynamic growth
- Highly competitive market
- Customer acquisition and retention are critical to survival

Selected Customer Projects

Customer	Industry	Project Details
WinStar	Telecommunications	IMPACT developed a customer care and trouble tracking system for their telecommunications client, using Remedy, Oracle, HP and Sun technologies. This call center system was developed to support both external customers and the Network Operations Center (NOC) in a distributed environment.
InterPath Communications	Telecommunications	IMPACT implemented Remedy CRM Solutions for this ISP and integrated them with several systems including the Arbor/Kenan billing system. This system serves both the external customers and the Network Operations Center (NOC) in a multi-tiered environment.
Navy Medical Information Management Center (NMIMC)	Healthcare	IMPACT developed an internal help desk for this health care customer and utilize the system to initiate and track all help desk calls and operate/monitor the corporate network and desktop infrastructure.
Regulatory Agency	Public Administration	IMPACT created a Customer Complaint System (CCS) for this regulatory agency. IMPACT selected the AR System to provide the core component for the CCS and FileNET for the document management component, and tightly integrated these tools. Additionally, fax, email and reporting tools were integrated to provide a robust system.

Source: Impact Innovations Group

Logica

51

Remedy Partner since:

1998

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Company Background

Logicas mission is to help leading organizations worldwide achieve their business objectives through the innovative use of information technology.

Founded in 1969, Logica PLC provides value added solutions based on IT consultancy, systems integration, products, services and support. They work with leading blue chip organizations on IT assignments that are critical to their future global business success.

Turnover for 1997-1998 was £473M (approx. \$780M). Logica operates from offices in 23 countries, supporting clients across selected key market sectors: finance, telecommunications, energy and utilities, industry, civil government, defense, transportation and space.

Remedy Activities

Relationship with Remedy

Logica and Remedy signed a Systems Integrator partner agreement in 1998, after spending twelve prior months in a more informal collaboration.

Employees

Logica is approaching 8,000 employees worldwide. There are approximately 20 currently involved with the Remedy product.

Business Expertise

Logica offers fully integrated service management solutions that are aligned with business needs. They combine their knowledge and experience of business processes and their relationships with world-leading suppliers and products, including Remedys AR System, Logica Advantage (formerly Advantage KBS), Vitesse, Call Contact and Business Objects. Logicæ experience and skill in systems integration is combined with skills in business consultancy, delivery, implementation and support, to offer a truly complete service to their customers.

Their service management solutions include:

- Business process analysis and design
- ITIL consultancy and design
- Call centers and CTI
- Problem resolution
- Service and help desks
- Customer relationship management
- MIS and reporting
- Systems integration

Business Practices

Throughout the world, Logica uses a uniform approach in the way they work. This is achieved by using their Cortex project methodologies and quality standards, e.g. ISO 9000 which ensures that their customers receive consistent service and access to worldwide resources.

Integrations

Logica has integrated Remedys AR System with two of its own products, Logica Advantage for problem resolution and the Call Contact CTI solution. They have also integrated into a wide range of client environments.

Strategic Positioning

Special Strengths

Logica considers the following points differentiate them in the Remedy market:

- Total life cycle capability from process consultancy to implementation and support
- Extensive system integration experience
- World- wide presence
- Reputation for delivery
- Experience of both product and system supply

Industry Knowledge and References

Logica has specific focus in the following vertical markets:

- Finance and Insurance
- Telecommunications
- Utilities
- Manufacturing

Public Administration is another market in which Logica has experience.

Exhibit 1 shows Logicas revenues by vertical market.

Project Guidelines

Logica is committed to satisfying their customers. Cortex - The Logica Way is our approach to fulfilling this commitment. Cortex is a worldwide company approach to the management of our business and our customers' work as well as the detailed methods and procedures for carrying out the work they do. Their methods of working satisfy national and international standards."

Exhibit 1

Corporate Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Finance and Insurance	N/A	27%	N/A
Telecommunications	N/A	24%	N/A
Utilities	N/A	19%	N/A
Manufacturing	N/A	16%	N/A
Public Administration	N/A	11%	N/A

Source: Logica

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Major UK Bank	Finance and Insurance	Logica has supplied the product for a major national support system with some 140 seats and 35,000 users.
UK Royal Navy	Public Administration	Logica has supplied the solution and assisted with the implementation of a major service logistics support desk.
Major UK Telcos	Telecommunications	Logica has supported the implementation of Remedy solutions for several telcos.
Logica Aldiscon	Telecommunications	Aldiscon is building its global customer support system on the Remedy AR System.

Source: Logica

Melcom Service Co., Ltd.

SI

Remedy Partner since:

1997

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Company Background

Melcom, established in 1978, is one of the leading system service providers of help desk, network integration and IT solutions in Japan. The organization has local offices across Japan, which serve over 50,000 clients.

Melcom offers help desk integration service, integration of network monitoring and system management solutions, and consulting services to corporate help desks, call center and customer support departments.

In 1998, Melcom had revenues of \$160 billion. Melcom has over 750 employees, 100 based in Japan.

Remedy Activities

Relationship with Remedy

Melcom entered into a partnership with Remedy in 1997. Today, the company is a Japan-wide partner for selling Remedy applications.

Employees

Melcom has a Remedy staff of 25 headquartered in Japan. All new Melcom engineers are trained at our Training Center in Japan. Remedy specialists are also

trained at the Remedy headquarters in the United States and in Japan. They are trained for Japanese specific topics in order to develop Remedy application, domain and integration expertise.

Melcom's Remedy specialists are dedicated experts linked to Remedy K.K. and local representatives. Our largest engagements are managed through collaboration with Remedy K.K. and others.

Melcom's Business Expertise

Melcom is mainly involved in the following two types of projects:

- Call center solutions are now becoming very popular in Japan. Melcom offers integration with CTI and Remedy products for Help Desk, SFA, and CRM to various companies. Mixed teams of Remedy specialists and other management consultants provide full project support to clients and maximize the benefits realized from implementing Remedy.
- Complicated network systems need total system management tools. Melcom provides full integration and support for Total Systems Management.

Melcom has integrated Remedy solutions in many of its consulting activities, including integration with database systems, network monitoring systems, CTI, systems management and ERP systems.

Melcom has partnerships with many help desk and customer support software companies, such as TJ, Hitachi, Adamnet, and Mitsubishi. A current list of partners is available on the companys web site.

Strategic Positioning

Special Strengths

Melcom considers that the following points differentiate them in the Remedy market:

- CTI and call center system integration methodology
- Nationwide resources with integration skills for total systems service
- Strong nationwide roll-out capabilities
- Comprehensive methodology for Remedy projects with network management, database management, systems management, and desktop management

Industry Knowledge and References

Melcom has specific focus on the following vertical markets:

- Professional, Scientific, and Technical Services
- Telecommunications
- Finance and Insurance
- Manufacturing

Exhibit 1 shows Melcom's Remedy revenues in Japan by vertical markets.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Customer Support	Network Integrator	50%	55%
Carrier	Telecommunications	20%	15%
Financial Services	Banking	15%	15%
Manufacturing	Electronics	15%	15%

Source: Melcom Service Co., Ltd.

Exhibit 2

Selected Customer Projects

< Customer	Industry	Project Details
Network Integrator	Networking	Built the clients customer support center, and helped plan their network monitoring operation which covers customer support, operations, logistics, installation and inventory.
World Class Carrier	Telecommunications	Designed a customer support process. Conceptual design covering support, operations, and SLA. Prototype built in Japan.
Electronics Trading Firm	Computer and Telecommunications	Designed a customer support process. Conceptual design covering support, and operations. Integration with CTI.
Consumer Banking	Financial market	Designed a total system management process. Integration with IT/Operation COMMAND/Post, Tivoli. Conceptual design covering trouble ticket workflow, operations, and SLA.

Source: Melcom Service Co., Ltd.

Mitsubishi Electronics America - Business Internet Division

51

Remedy Partner since:

1999

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Howard Mirowitz Vice President, Mitsubishi Electronics America Deputy General Manager, Business Internet Division

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Additional Offices:

Mitsubishi Electronic America has over 30 offices in major centers around the US.

Company Background

Mitsubishi Electronics America (MELA) is part of the Mitsubishi Electric Corporation, a trans-national company founded in 1921, providing the world with breakthroughs in integrated electrical/electronics technology.

The Business Internet Division of MELA was founded in 1997 to provide systems integration solutions using the Internet with Mitsubishi products and technology specifically in the Help Desk, Field Service and Mobile User markets.

Remedy Activities

Relationship with Remedy

MELA's Business Internet Division entered into a Systems Integrator partnership with Remedy in March 1999.

Employees

MELA's Business Internet Division employs over 20 staff in the US backed up by R&D resources in Japan.

MELA's, Business Internet Division's Business Expertise

MELA's Business Internet Division is the developer of MELBA (Multi-Enterprise Links By Agents) a unique software product that uses mobile agent technology to link various computer systems within your company or between your company and its business partners. Using the latest Java and Internet technologies, MELBA offers an easy to implement, secure and robust alternative to complex and costly systems integration work.

MELBA enables applications in multiple enterprises to be easily integrated, supporting the deployment of cutting-edge business processes across the Internet without compromising security.

MELBA is currently deployed in the outsourced help desk and field service markets, as well as in emerging Business-to-Business applications.

MELA's Business Internet Division's Business Practices

MELAs Business Internet Division is committed to providing premium business solutions and services to all sizes of companies. To accomplish this, we have well-developed business processes and quality standards.

MELA's Business Internet Division's Integrations

MELAs Business Internet Division and our business partners have used our MELBA technology to develop integration solutions for large-scale outsourcing and financial service companies. These solutions have led to the development of:

- Integration 'plug-ins" for ASTEA Dispatch-1
- Remedy AR System
- ODBC databases and 'screen-scraping" technologies that enable us to integrate to terminal based legacy system.

Strategic Positioning

Special Strengths

MELA's Business Internet Division considers that the following points differentiate them in the Remedy market:

- MELBA enables us to develop complex integrations between applications or mobile users leveraging the latest Internet technologies
- Off-the-shelf integration from Remedy into other help desk and field service application packages
- Extremely strong and deep technical resources
- Mitsubishë reputation for quality, commitment and service

Industry Knowledge and References

MELA's Business Internet Division has specific focus on the following vertical markets:

- Computer and Electronic Product Manufacturing
- Professional, Scientific, and Technical Services
- Finance and Insurance

Project Guidelines

MELA's Business Internet Division's ideal projects would feature either of the following:

- Integration between multiple applications and enterprises to enable business-to-business processes via the Internet.
- Integration between multiple applications and mobile workers via the Internet or Wireless networks.

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
Major Help-Desk Outsourcing Company	Computer and Electronic Product Manufacturing	MEA is currently implementing a system using MELBA to integrate the customers Remedy AR System with the outsourced Vantive Help Desk system. This will enable customer and case information to flow seamlessly between the two enterprises.
PC and Computer Field Service Company	Computer and Electronic Product Manufacturing	MEA used MELBA to integrate a custom help desk system to ASTEA Dispatch-1, enabling the automatic passing of repair work order and billing information between the two systems.

Source: Mitsubishi Electronics America, Business Internet Division

Hetplex

51

Remedy Partner since:

1996

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Company Background

Netplex, established in 1994, is one of the worlds leading providers of networked systems management, service level management, help desk workflow and IT management solutions. The organization has national offices, which serve 200 clients domestically.

Netplex offers Onion Peel Management software, pointof-sale software, pre-packaged management knowledge bases, and consulting services to corporate help desks and customer support departments.

Headquartered in McLean, Virginia with 12 offices throughout the US, Netplex is a publicly-traded (Nasdaq: NTPL) \$70 million information solutions company providing the people, technology, and processes to build, manage, and protect business information systems. By teaming with strategic vendor partners, Netplex is capable of offering complete solutions that solve specific business problems.

Remedy Activities

Relationship with Remedy

Netplex entered into a partnership with Remedy in 1996. Today, the company is a Systems Integration partner for Remedy applications.

Employees

Netplex has over 350 technical staff members worldwide.

Netplex's Business Expertise

Netplex is involved with all aspects of providing the people, technology, and processes to build, manage, and protect business information systems:

- Large international projects where Remedy is being used to drive major process change through an organization. Mixed teams of operations, service level, systems, network, and application management specialists provide full project support to clients and maximize the benefits realized by integrating Remedy as part of a complete business information management solution.
- Smaller implementations where clients require integration of a single management component such as a fast Remedy Help Desk configuration to help realize quick business process gains.

Netplex's approach is to 'partner" with its clients' project teams in a manner that fosters a strong information exchange. The company focuses on providing client teams, designing high-quality business processes and identifying and managing potential program risks.

Hetplex's Business Practices

All new consultants are trained at Netplex's training center, in Raleigh, NC. In addition Netplex consultants attend vendor-specific training annually in order to maintain the highest level of product expertise.

Netplex's service level, process, system, network, and application management specialists are organized into a Global consulting practice that allows Netplex to respond to a client's needs with maximum technical proficiency. Dedicated experts can analyze the skills of help desk personnel, develop escalation procedures, and implement a solution that aligns the management solution with the business information system objectives.

Hetplex's Integrations

Netplex has integrated Remedy solutions in many of its consulting engagements, including integrations for Helene Curtis, Siemens, and other Fortune 1000 companies.

Netplex has partnerships with several strategic IT management software companies, such as Remedy, Hewlett Packard, Tivoli, Envive, Manage.com, Lucent (QIP), Meta Info, and Packeteer. A current list of partners is available on the companys web site at www.netplexgroup.com.

Netplex employees are recognized as industry experts, delivering seminars at many national conferences: InterOP, Comnet, OpenView Forum, Enterprise Management Summit, etc.

Strategic Positioning

Special Strengths

Netplex considers that the following points differentiate them in the Remedy market:

- Dedicated long term focus on all aspects of enterprise systems management
- Combined consulting and integration delivery methodology allows for highly successful projects
- Strong focus on client needs improve alignment with business objectives
- Real world data center, help desk, and network operations experience
- Focus on providing total skills transfer to client teams and designing high quality best in class" business processes

Industry Knowledge and References

Netplex has specific focus on the following vertical markets:

- Retail Trade
- Finance and Insurance
- Manufacturing
- Professional, Scientific, and Technical Services

 Exhibit 1 shows Netplex revenues in the US by vertice

Exhibit 1 shows Netplex's revenues in the US by vertical markets.

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Manufacturing	Pharmaceutical	25%	25%
Manufacturing	Electronics	35%	15%
Retail	Distribution	25%	15%
Professional, Scientific, and Technical Services	Legal	15%	10%

Source: Netplex

Selected Customer Projects

Customer	Industry	Project Details	
Manufacturing	Pharmaceutical	Netplex designed and implemented an enterprise management solution and IT business support processes. Project scope included design of network systems management tools, operational workflow integration and information transfer to operational support staff. Management system supports 20 sites and 20,000 end users.	
Manufacturing	Paper	Netplex designed and implemented an enterprise management solution and IT business support processes. Project scope included design of network systems management tools, operational workflow integration, service level management definitions, and information transfer to operational support staff. Management system supports 110 sites and 12,000 end users.	
Retail	Distribution	Netplex's conceptual design and implementation of a follow the sun" enterprise management system allowed this retailer to coordinate operational management of sales and distribution, material management, finance and controlling system between European and US support centers.	
Professional, Scientific, and Technical Services	Legal	Netplex designed and implemented an enterprise management solution and operational help desk. Project scope included the design of network system management tools, operational workflow integration and information transfer to operational support staff. Management system supports 14 sites and 2,500 end users.	

Source: Netplex

Objectpath Consulting

51

Remedy Partner since:

1996

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Company Background

Objectpath Consulting Inc, established in 1993, has an extensive background in implementing both small and large-scale client/server systems for both Canadian and international corporations. The firm offers a strong knowledge base in networking, communications, databases, client/server development environments, and distributed systems management.

Remedy Activities

Relationship with Remedy

Established as a Remedy Channel Partner and Systems Integrator in 1996, Objectpath Consulting Inc. has provided consulting services to aid in both small and very large Remedy installations.

Employees

Objectpath Consultings Remedy team includes two employees and several highly skilled, reputable contractors. The team members have extensive skills in software development and/or have been Remedy trainers and developers.

Objectpath Consulting's Business Expertise

Objectpath is involved in three main areas of Remedy systems integration:

- Remedy implementation in the telecommunication industry. This includes systems integration with common network management tools such as HP-Openview, Tivoli, and Solstice.
- Remedy implementation in the basic help desk sector. This includes process management, needs analysis, systems design & documentation, delivery, and training in all areas of Remedy implementation.
- System performance, tuning, and troubleshooting of Remedy-based applications and underlying databases/operating systems.

In addition, Objectpath Consulting has experience integrating Remedy with many other types of software. The firm has performed several integration projects with various software products including:

- Telamon Telalert paging software
- V-Systems Inc. VSI-FAX faxing software
- HP-Openview, Tivoli, Solstice, and Optivity
- Various external relational databases including Sybase, Oracle, and MS-SQL Server

Strategic Positioning

Special Strengths

Objectpath Consulting consider that the following points differentiate them in the Remedy market:

- Extensive real-world experience in implementing Remedy-based solutions. Objectpath has been developing applications in Remedy since Version 1.14 in 1993/1994.
- Extensive knowledge in all aspects of Remedy systems development and implementation including networking, database design, database and systems performance tuning, client/server systems, project management, training, and management skills.
- The firms very strong background in the telecommunications sector allows it to complete Remedy implementations in this market sector quicker and better than competitors who are less familiar with the industry.
- The fundamental belief that Objectpath resources must be experienced, skilled, and have polished

management skills before they are assigned to customer projects. This includes a minimum of 3 years of software development prior to assignments to Remedy-based applications.

Objectpath Consultings business practices are fundamental to the firms success. As a result, the firm provides very experienced consultants in the area of Remedy development. These professionals are knowledgeable about Remedy technology and skilled in the management of Remedy-based applications. The firm works closely with clients to determine each projects scope while helping them understand the basic principles in delivering a world-class Remedy application. The firm is proud of its commitment to implement scalable systems designed to meet their clients current requirements and grow to meet their future needs.

Industry Knowledge and References

Objectpath Consulting has specific focus in the following vertical markets:

- Telecommunications
- Computer and Electronic Product Manufacturing

Exhibit 1

Remedy Rctivity by Revenue and Vertical Market

Vertical Narket	Sub-Segment	% of Revenues	% of Projects
Telecommunications	Networking and Network Management	90%	90%
Software	Software Develorment	10%	10%

Source: Objectpath Consulting, Inc.

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
Major Canadian Telecommunications Provider	Network and Services Management and associated Help Desk	Acquired business requirements and performed system design, implementation and training on a large scale Remedy-based solution that runs seven consecutive help desks on the same Remedy server. Applications include help desk, asset and change management, business office and software defect tracking.
Major Network Hardware Provider	ATM-based switches	Acquired business requirements and performed system design, execution and training of an international help desk with 3 locations and Remedy servers in the UK, US, and Canada.
Major Canadian Telecommunications Provider	Cellular Services	Implemented Remedy AR System as a basis for monitoring the cellular backbone network and provide help desk-based functionality.
Government	Government	Implemented Remedy as a basis for software defect tracking and release control for a large national client/server development project.

Source: Objectpath Consulting, Inc.

PASS NETWORK Consulting GmbN

51

Remedy Partner since:

1998

Contact Information

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Company Background

PASS NETWORK Consulting was established in 1997 focusing on IT solutions in the finance, transportation and telecommunications industries. The organization comprises national and international offices that serve 200 clients globally. In 1998 PASS NETWORK Consulting GmbH had worldwide revenues of \$3.5 million.

PASS NETWORK Consulting offers acclaimed network analysis, application response time analysis, management information systems, problem resolution software, pre-packaged knowledge bases, and consulting services to corporate help desks, customer support departments and other IT related projects.

Remedy Activities

Relationship with Remedy

PASS NETWORK Consulting entered into a partnership with Remedy in 1998. Today, the company is a global System Integrator partner reselling Remedy applications.

Employees

PASS NETWORK Consulting has 5 Remedy staff and over 30 employees based in Europe.

PASS HETWORK Consulting's Business Expertise

PASS NETWORK Consulting is mainly involved in the following two types of projects:

- Large international projects where Remedy is being used to drive major changes through an organization. Mixed teams of Remedy specialists and other management consultants provide full project support to clients and maximize the benefits realized from implementing Remedy.
- Smaller or single-country implementations where clients require fast Remedy configuration support to achieve new best in class"business processes.

PASS NETWORK Consultings approach is to partner with its clients'project teams. The company focuses on providing rapid skills transfer to client teams, designing high quality business processes and identifying and managing potential program risks.

PASS HETWORK Consulting's Business Practices

All new Remedy Consultants are trained at the PASS NETWORK Consulting Academy based in Frankfurt, Germany. This dedicated training facility, accredited by Remedy, combines standard Remedy Academy training materials and PASS NETWORK Consulting specific topics to provide Remedy application, domain and integration training.

PASS NETWORK Consulting only recruits experienced management consultants who are then taken through the Remedy training program. The company uses contract staff as well as full-time employees on projects.

PASS NETWORK Consultings Remedy specialists are organized into a global Remedy consulting practice with local country representation throughout Europe and America

PASS HETWORK Consulting's Integrations

PASS NETWORK Consulting has integrated Remedy with other vendors, including Tivoli, Legato, Novell, Microsoft, Optimal, Network Associates (Sniffer and Security), Bay Networks and Cisco.

Strategic Positioning

Special Strengths

PASS NETWORK Consulting considers that the following points differentiate them in the Remedy market:

- Turnkey projects
- Fixed price projects
- Focus on highly skilled consultants with strong competence
- Comprehensive methodology for IT projects
- Focus on providing total skills that transfer to client teams and designing high quality "best in class" business processes

Industry Knowledge And References

PASS NETWORK Consulting has specific focus on the following vertical markets:

- Finance and Insurance
- Transportation and Warehousing
- Telecommunication

Exhibit 1 shows PASS NETWORK Consultings Remedy revenues in Germany by vertical market.

Project Guidelines

- Customer satisfaction
- · Project ends on time and within budget
- Full service

Exhibit 1

Remedy Activity By Revenue And Vertical Market

"Vertical Market	Sub-Segment	% of Revenues	% of Projects
Finance and Insurance	Banking	50%	50%
Finance and Insurance	Insurance	55%	5%
Transportation and Warehousing	Tourism/Cargo	15%	15%
Telecommunication	Telcos/Service provider	30%	30%

Source: PASS NETWORK Consulting

Selected Customer Projects

Customer	Industry	Project Details
Finance and Insurance	Banking	Provided design of business processes. Conceptual design covering finance, operations, and logistics. Prototype built in Germany.
Finance and Insurance	Insurance	Provided project planning and scoping, Software Distribution, Inventory Management and Remote Control. Established Configuration and Change Management.
Telecommunication	Service Provider	Developed conceptual design, prototyping and establishing Corporate Network, Backup/Restore Disaster Recovery Solution and Network/System Management Solution.
Transportation and Warehousing	Airlines and Cargo	Developed conceptual design and engineering of HW/SW integration center and hands on support for migration to new software release. Production system support.

Source: PASS NETWORK Consulting

Perot Systems Corporation

51

Remedy Partner since:

1996

Contact Information

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Employees

Perot Systems has six Remedy administrators around the world including a Remedy Approved Consultant (RAC).

Perot System's Business Expertise

As users and administrators of the Remedy product suite for over four years, Perot Systems has implemented solutions in change management, problem management, customer management, service request, automated on-call and escalation, and service level management.

Perot System's Integrations

Perot Systems has experience integrating the AR System with network management systems, enterprise management systems, pager and voice notification systems, knowledge bases, report writers, remote access systems, email systems, Windows-based applications, and web-based applications.

Rebus Solutions Ltd

51

Remedy Partner since:

1999

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Company Background

Rebus Solutions provides consultancy and software to organizations that want to introduce or improve their Service Management Disciplines. We specialize particularly in applications built using the Remedy workflow engine and other areas that integrate with Remedy.

We bring specific knowledge to all aspects of installing a new Service Management Discipline and can do all or some of the following activities to help organizations gain the earliest possible benefits:

- Process evaluation and/or definition
- Project management
- Platform installation and optimization
- Installation and customization of an off-the-shelf solution where appropriate
- Development of a custom solution if required
- Development of any required integration with other existing Service Management Disciplines
- User training
- Providing off-the-shelf or tailored documentation
- Organizing and assisting your staff with the launch of a new discipline

- Providing onsite support for the first crucial days of operation
- Providing ongoing support for the application

In order to achieve a fast start at a fixed price we also offer a set of integrated off-the-shelf Remedy applications called Enterprise Service Desk (ESD) which cover the following areas:

- Configuration management
- Change management
- Help desk and problem management
- User request management

We can also provide off-the-shelf solutions:

- Email integration
- Web front end

Remedy Activities

Relationship with Remedy

Rebus Solutions is an accredited Remedy Consulting Systems Integrator.

Employees

Rebus Solutions has a staff of 7 employees fully devoted to Remedy related applications.

Rebus Solutions' Business Expertise

Rebus Solutions has quickly built a reputation for offering best-of-breed consultancy, development and support services to the IT community with an emphasis on systems management.

Rebus Solutions' Business Practices

Rebus Solutions'policy is to employ experienced IT personnel who can use their skills and expertise to further enhance the company and its products.

It is our policy to run all projects using an employee of Rebus Solutions Ltd to ensure our quality standards are maintained.

We use our own applications to run our business, and all problems and changes that we deal with on behalf of our customers or ourselves are logged and managed using our ESD application suite.

Rebus Solutions' Integrations

Rebus Solutions has developed an email module called ESD Email. This may be used with any Remedy application to enable users to email directly into Remedy.

ESD Email provides a flexible way for generic email to be entered into a Remedy scheme. The program reads messages from a standard POP3 server, decodes any attachments and creates a new ticket using the remaining elements of the mail message. Unlike the standard Remedy mail daemon, the end user is not required to use a mail template or to include any keywords in the message.

The subject, mail address and body text are always included in the new ticket. In addition, several other elements may be included:

- Automatically decodes unencoded and mime attachments
- Optional use of 'Reply-To" or From mail addresses
- Optional lookup of a customer key included in 'Subject"line
- Optional inclusion of mail headers to assist problem diagnosis
- Optional use of To"address for automatic assignment or call routing

For total flexibility, an unlimited number of ESD Email daemons may be run using different configuration files for each one.

Strategic Positioning

Special Strengths

Rebus Solutions considers that the following points differentiate them in the Remedy market:

- Ability to provide expertise for any part of a Remedy project as appropriate
- · Proven solutions both custom and off-the-shelf
- Extensive experience in the marketplace
- Flexible approach to providing solutions
- Organizing and assisting with the launch of a new discipline

Industry Knowledge and References

Rebus Solutions has specific focus on the following vertical markets:

- Telecommunication
- Finance and Insurance
- Utilities

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
Telewest Group plc	Telecommunications	Implemented problem and change management disciplines from scratch, including defining and agreeing on the processes through to development and implementation on Remedy. Provided ongoing support.
Cable Internet Ltd.	ISP	Provided a help desk system to support a public-facing help desk. Provided a web read-only view to other internal staff. Provided an email interface for the public to send in tickets and requests.
Vodafone Distribution Ltd	Telecommunications	Implemented Rebus standard modules for help desk and change management in 6 weeks from start to go live (including Christmas).

Source: Rebus Solutions Ltd.

SerCon Gmbh

51

Remedy Partner since:

1996

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Company Background

SerCon GmbH, established in 1992, is one of Germany's leading IT service providers.

SerCon concentrates on providing those solutions that help an enterprise improve its bottom line (i.e. using IT as an enabler for business units to increase their competitiveness). We offer the complete spectrum of IT services, ranging from strategy consultation to implementation and outsourcing.

SerCon has chosen the following six fields of specialization:

- e-business
- Enterprise applications (ERP/ERM)
- Systems management
- Services for Windows NT
- Document imaging/workflow
- Application development (OOT)

Because of our extensive knowledge in all areas of IT, we take an integral approach to projects from reorganizing processes and implementing the tools for a consolidated service organization to improving customer relationship management, or providing enterprise applications to fit business needs.

Remedy Activities

Relationship with Remedy

As part of IBM Global Services, SerCon entered into a partnership with Remedy in 1996. Today, the company is a global partner with Remedy applications.

Employees

SerCon GmbH has approximately 1,800 employees in 24 offices located throughout Germany.

SerCon's Business Expertise

SerCon is mainly involved in the following three types of projects:

- Large projects where Remedy is being used as the basis for improvement of a particular business process, such as claims processing for international banking transactions; the refinement of internal purchasing processes; or the tracking and management of customer marketing profiles. Mixed teams of Remedy specialists and other consultants provide full project support to clients maximizing the benefits of implementing Remedy.
- Creation or redefinition of a consolidated service organization. Our experience in integrating system management, ERP, and help desk applications is particularly successful in decreasing TCO while increasing the effectiveness of the services provided to the enterprise.
- Services involving IT operations, from providing special project skills or long term staffing needs (i.e. project outsourcing).

SerCons approach is to partner with its clients, while focusing on the following:

- Providing total skills that transfer to project teams
- Designing high quality business processes
- Identifying and managing potential program risks

SerCon's Business Practices

SerCon concentrates its recruiting on experienced consultants with skills in one of our fields of specialization. All new Remedy consultants go through a program of schooling and on the job training. Early on, depending on their experience, they pick their areas of specialization such as business process reengineering, database design and implementation, systems management integration, etc. This focus helps SerCon bring the best set of skills into any project.

As part of IBM Global Services, SerCon's Remedy specialists are part of a global consulting practice with

local country representation throughout America, Europe, Asia and Australia. Dedicated experts in the local countries are linked to international centers throughout the world. SerCors Remedy team is supporting both German-based implementations and European/global projects.

Strategic Positioning

Special Strengths

SerCon considers that the following points differentiate them in the Remedy market:

- Outstanding integration expertise (Internet/Intranet, systems management, enterprise applications)
- Extensive experience using Remedy as the basis for automating business processes other than help desk
- Extensive resources all over the world with a local knowledge base (IBM Global Services Company)
- Comprehensive methodology for Remedy projects
- Focus on providing total skills transfer to client teams and designing high quality "best in class" business processes

Industry Knowledge And References

SerCon has specific focus on the following vertical markets:

- Finance and Insurance
- Manufacturing
- Public Administration
- Retail Trade

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
Finance and Insurance	Banking	SerCon designed claims management system for international financial transactions. Conceptual design and implementation covered claims processing and included integration with legacy systems. First implementation in Germany, rollout to other worldwide sites.
Public Administration	International Airport	SerCon process definition, technical design, prototyping and implementation support for a consolidated service desk supporting mission critical systems throughout the airport.
Retail Trade	Catalog Sales	SerCon project planning, business process design, prototyping and implementation support for a consolidated service desk including internal purchase requests.

Source: SerCon GmbH

Siemens Information and Communication Networks, Inc.

SI

Remedy Partner since:

1998

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Company Background

Headquartered in Boca Raton, Fla., Siemens Information and Communication Networks (Siemans ICN) is a leading provider of highly integrated communications solutions to both carrier and enterprise customers across North America. It is also a subsidiary of Siemens AG. Germany, one of the world's 25-largest industrial companies (\$66.2 billion in revenues, FY 1997-98; 416,000 employees). Combining more than 150 years of its own technical innovation and experience with the best-of breed applications of its industry-leading partners, Siemans ICN delivers and supports converged voice, video and data solutions that are reliable, easy touse and solve customer problems. The company has annual U.S. revenues of nearly \$2 billion and approximately 8,000 employees. Globally, Information and Communications accounts for more than \$13.7 billion of Siemens' annual revenues. For additional information about Siemans ICN, call 1-800-765-6123, or visit the company's website.

Siemens Advanced Customer Solutions (ACS), the Professional Services organization within Siemens Information and Communication Networks, provides people, process and technology consulting services. Siemens ACS'end-to-end solutions focus on the following key areas: Customer Interaction, Collaboration and Networking Infrastructure.

Remedy Activities

Relationship with Remedy

Siemens ACS is a Select Systems Integrator since February 1998.

Employees

Siemens ICN has approximately 8,000 employees. Siemens ACS has 95 employees.

Siemens ACS Consulting Skills

Remedy Approved Consultants	5
Consulting Managers	6
Project Manager	8
Systems Integration Managers	7
Architects	2
Network Engineers1	7

Siemens ACS provides Business Development Managers with many years of domain experience to assist customers in defining end-to-end solutions. The Business Development Managers act as a liaison between ACS and the field sales organization.

Siemens ACS has a proven implementation methodology.

Siemens ACS Business Expertise

The Customer Interaction Practice is focused on:

- Sales and Service Automation
- CTI Infrastructure
- Help Desk
- Customer Retention
- Call Center Consulting

Other practices refer to:

- Collaboration
- Networking Infrastructure

Siemens ACS Integration

- multi-site call center integration
- skills-based CTI routing
- Palm Computing Platform integration
- Bar code Asset Management integration

Strategic Positioning

Special Strengths

Siemens ACS considers that the following points differentiate them in the Remedy market:

- Vertical market expertise and a dedicated Customer Interaction practice
- Integrated CTI solutions and ERP-integration capabilities
- ACS dedicated R&D and solutions lab (proof of concept)
- Top 100 National Accounts
- Over 30 regional offices nationwide

Industry Knowledge and References

Siemens ACS has specific focus on the following vertical markets:

- Finance and Insurance
- Health Care and Social Administration
- Utilities
- Public Administration

Exhibit 1

Aemedy Activity by Aevenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Finance and Insurance	Banking	15%	15%
Health Care and Social Administration	Hospitals	15%	20%
Utilities/Communications		15%	15%
Public Administration	State + Local	30%	20%
Other	High Tech	25%	30%

Source: Siemens

Selected Customer Projects

Customer	Industry	Project Details
Disney Stores	Retail	- Customer Support - Analysis, design, implementation
DMV	Public Administration	 Rapid Prototype Requirements sessions Design: 3 to 1 Consolidation Building for Maintainability On-Line Feedback Submission
Mercy Healthcare	Health Care and Social Administration	System migrationData migrationTest and cut-over
IBaseT (Telecom Solutions, Inc.)	Other (High Tech)	Internal help deskAssessment, design,implementation

Source: Siemens

SoftPlus, Inc.

51

Remedy Partner since:

1998

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Company Background

SoftPlus Inc., incorporated in 1994, is a Global software systems integration and products company that delivers total solutions in enterprise customer management. The organization has national and international offices, which serve clients Globally.

SoftPlus has a track record of successful products and services, focusing on E-commerce and cyber call center solutions. SoftPlus has been profitable every year and has grown by over 400% in the last 3 years. Today, SoftPlus is more than 200 people strong and deploys solutions for Fortune 500 companies and industry leaders.

Remedy Activities

Relationship with Remedy

SoftPlus Inc. entered into partnership with Remedy in 1998. Today, the company is a System Integration partner for Remedy applications.

Employees

SoftPlus has over 200 consultants with a number of them working with Remedy.

SoftPlus' Business Expertise

SoftPlus is involved in the following areas;

- Systems integration and consulting in Internetrelated, client/server, front office, CTI and billing applications
- Application development CTI integration of desktop applications, Internet commerce integration, web enabling legacy systems
- Multi-tiered, scalable, flexible architecture implementation and integration
- Vantive
- Integration of Kenan-Arbour Network Activation Systems (MCIS/Comptel)
- Web-enabling of legacy billing systems
- Carrier–access billing

SoftPlus' Business Practices

All new Remedy consultants are trained at Remedy locations in the US.

SoftPlus' Integrations

SoftPlus has integrated Remedy solutions with OnTheGo software.

SoftPlus has systems integration expertise in vertical market segments and horizontal technology segments, especially enterprise application integrations including:

- ERP systems
- Customer care systems
- Billing systems
- Order management systems

Strategic Positioning

Special Strengths

SoftPlus considers that the following points differentiate them in the Remedy market:

- Skilled resources at various levels delivering projects on time and on budget
- · Global resources with a Global presence
- Strong international rollout capabilities. SoftPlus provides complete project teams, project managers, analysts, developers, Q/A full life-cycle supportrequirement definition, functional specifics, technical specifics, development and testing
- Comprehensive methodology for Remedy projects.
 SoftPlus focuses on building customer-centric products that enhance business processes and fulfill niche technological requirements
- Focus on providing total skills transfer to client teams and designing high quality best in class" business processes

Industry Knowledge and References

SoftPlus has specific focus on the following vertical markets

- Telecommunications
- · Finance and Insurance
- Professional, Scientific, and Technical Services
- Computer and Electronic Product Manufacturing

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
E*Trade	Online Trading	Web-based trading application using Java and Tuxedo
Viag Interkom	Telecom	Enterprise application integration of customer care systems with Kenan, Arbor OM, MCIS, POS, Comptel Provisioning system and SAP
OnTheGo	Software	Integration of expense management software with Remedy
NEC	Computer and Electronic Product Manufacturing	Application integration between PeopleSoft and Tibco middleware

Source: SoftPlus

SOL-S, S.A.

51

Remedy Partner since:

1995

Contact Information

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info@sols.pt www.sols.pt

Company Background

SOL-S -Soluções de Suporte e Manutenção Informática, S.A., is a leading, Portuguese system integration company. SOL-S was founded in 1992 as part of the AITEC-INESC Group, the leading IT focused R&D institute in Portugal. SOL-S remained AITEC-INESC Group until 1997.

SOL-S has now created its own Group; the Group SOL-S/NETMASTER/DIRAC, which was established in 1997, to provide global solutions for the general IT market.

SOL-S is the system integration and services company in the group, focusing on the open systems, networking and communications, with solutions for Internet/Intranet & e-commerce, networking, cabling, help desk and workflow. In addition, SOL-S specializes in network security, maintenance and support, and network management for medium and large accounts.

SOL-S is in the top 44 telecommunication enterprises (Maxitel), in the top 100 enterprises in the IT market (INSAT - Market Report), the top 1000 SMEs (Expresso), and also in the top 7,500 enterprises that command the Portuguese economy (Duns Pep - Dun & Bradstreet).

SOL-S has important OEM, VAR, certified partner, system integrator and other agreements with some important international manufacturers of networking equipment and solutions, including – AT&T (Cabling); Remedy Corporation (help desk); Intershop

Communications (commerce); Checkpoint Technologies (network security); Sun Microsystems & Hewlett Packard (hardware, software and support); Xylan (switching); Omtool (fax server); as well as with 3COM, Olicom, Intel, Cisco, Bay Networks, Frontier Technologies, ServiceSoft, Knowledge Brokers, and NCG Net, SOL-S also has strategic partnerships with Oracle, IBM, Unisys, Hewlett Packard, Sybase, Lotus, and others.

Remedy Activities

Relationship with Remedy

SOL-S has had a relationship with Remedy since 1995. SOL-S has extensive experience and know-how in developing and implementing help desk solutions based on Remedy products.

Employees

The Group SOL-S/NETMASTER/DIRAC has about 60 people. SOL-S has a specific engineering specialist department for the areas covered.

SOL-S' Business Expertise

SOL-S has five main areas of expertise. In each of these areas, SOL-S has the certifications and knowledge needed to develop, implement and integrate the best solutions including:

- Help desk and workflow SOL-S has Remedy certified expertise in this area
- Internet/Intranet/e-commerce SOL-S has certified personnel to develop solutions in the area of Internet/Intranet and e-commerce
- Network Security
- Cabling SOL-S is the main Portuguese systems integrator for Lucent Technologies
- Networking

SOL-S' Business Practices

SOL-S chooses the best professionals on the market, who have specialized training or graduation, in order to provide the quality our clients require. Partnerships with the clients are also encouraged in all of our business so that we can achieve a strong reputation in the market. All the staff from each technical division are trained and, whenever possible, certified on the products from their area. For Remedy, all new consultants are sent to Remedy courses in order to give them specialized training.

SOL-S' Integrations

SOL-S has important partnerships with several companies in each of the areas we work. In the help desk and workflow solutions area our partnerships include Remedy, ServiceSoft, KnowledgeBroker and NCG Net.

Strategic Positioning

Special Strengths

SOL-S considers that the following points differentiate us in the Remedy market:

- Strong experience and knowledge and Remedy Solutions
- Specialized Remedy Certified Engineers
- Good references and recognized work in the market
- Strong international partnerships
- Partnership with the client for a mutual commitment

Industry Knowledge and References

SOL-S has specific focus on the following vertical markets:

- Finance and Insurance
- Public Administration
- Telecommunications
- Educational Services

Specific Integration, Inc

51

Remedy Partner since:

1998

Contact Information

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Company Background

Specific Integration is a technical consulting firm specializing in the development, customization, and implementation of the Remedy suite of applications.

Founded in 1998, Specific Integrations mission is to successfully deliver quality AR System specific solutions to our clients directly or by teaming with large system integrators. Specific Integration provides full consulting and integration services: assessment; analysis; design; development; implementation; integration and maintenance of custom applications; and modification, enhancement and integration of existing applications.

Remedy Activities

Relationship with Remedy

Specific Integration joined the Remedy partnership program in 1998 as a System Integration partner.

Employees

Specific Integration has 4 Remedy trained developers in the company's Northern Virginia location.

Specific Integration's Business Expertise

Specific Integration focuses on providing key Remedy skills to large integration projects in the Mid-Atlantic Region as well as throughout the United States. We partner with larger integrators on broad enterprise-wide efforts or support clients directly when the primary focus of the development is the AR System.

Specific Integration's Business Practices

Specific Integration recruits consultants already experienced in help desk operations and systems and then enters them into the Remedy Approved Consultant program. The company has developed program management practices and procedures that are applied to our consulting engagements and other development efforts.

The company utilizes a comprehensive Help Desk Operations and Implementation Planner methodology. This methodology forms the template for analyzing client needs and developing cost effective Remedy-based solutions.

Specific Integration's Integrations

Specific Integration has integrated Remedy solutions in consulting engagements targeted at internal help desks, external service centers, asset management and tracking, and network management integration. Our typical development involves the integration of products such as Sun NetManager, Cabletron's SPECTRUM, HP OpenView, Netcool, OSB Netexpert and various custom software applications.

Strategic Positioning

Special Strengths

Specific Integration considers that the following points differentiate us in the Remedy market:

- The companys primary strategic focus is Remedy solutions built around the AR System. All of the companys investments are aimed at excellent performance in the help desk market.
- Specific Integration provides Remedy with a strong consulting presence in the Mid-Atlantic Region.
- The company's compensation and recognition system is aimed at achieving customer satisfaction and teamwork. Specific Integration is structured to partner with other integrators by providing highly skilled Remedy resources.

Industry Knowledge and References

Exhibit 1 shows Specific Integrations Remedy revenues in the U.S. by vertical market.

Specific Integration has specific focus on the following vertical markets:

- Utilities
- Manufacturing
- **Telecommunications**

Exhibit 1

Remedu Rctivitu bu Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Utilities	Power Generation	45%	40%
Manufacturing	Pharmaceutical	40%	40%
Telecommunications	OSS (Operational Support Systems) and OMS (Operational Management Systems)	15%	20%

Source: Specific Integration

Exhibit 2

Selected Customer Projects

Customer	industry	Project Details
Eltrax Systems, Inc.	Pharmaceutical	Specific Integration partnered with Eltrax Systems to analyze and enhance the Remedy system used by a major pharmaceutical company. In addition to major productivity changes to the help desk, a complete asset management and tracking capability, including the use of a bar-code system, was implemented. ARWeb was also implemented at this location for the first time.
Predictive Systems, Inc.	Utilities	Teamed with Predictive Systems, Specific Integration implemented a new help desk installation at a major power generation company. Asset and change management were implemented to track inventories and change requests. This project also incorporated a level of automatic ticketing through the use of HP Openview and Netcool to monitor network systems against preset tolerance levels to ensure efficient and timely response to problems. This implementation also includes integration of Remedy's ARWeb tool to allow the client's customers to report interruptions in service. Source: Specific Integration

SSDS, Inc.

51

Remedy Partner since:

1996

Contact Information

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Company Background

For the past 13 years, systems integrator SSDS, Inc. has delivered business solutions for networked computing environments that enable our clients to develop more effective relationships with their customers. Headquartered in Englewood, Colorado, SSDS has 300 employees in offices throughout the U.S. SSDS' Enterprise Network Solutions organization specializes in Help Desk Consolidated Service Desk and Networking solutions.

SSDS consistently demonstrates broad, in-depth infrastructure and networking expertise. This knowledge enables SSDS to integrate complex environments and custom applications with the Remedy suite of products. When combined with its highly skilled engineers, SSDS is clearly a leader in help desk solutions.

Remedy Activities

SSDS joined the Remedy as a Select Systems Integrator in 1996, offering expertise with Remedys AR System, ARWeb, Change and Asset Management, and Flashboards products.

Employees

SSDS currently has 9 engineers with RAC certification, 8 engineers who are RAC registered (awaiting RAC Methodologies class), and 20 engineers who are either in or scheduled for training.

SSDS' Business Expertise

SSDS' Enterprise Network Solutions (ENS) organization provides network computing services and Help Desk/Consolidated Service Desk (HD/CSD) solutions. SSDS specializes in complex consolidated service desks, including integration of asset management, change management, systems, network and desktop management, SLA's and business rules to provide a single point of contact within the IT environment.

SSDS' knowledge of and practical experience with the business rules, processes, and procedures that drive an organization and the help desks, combine with proven enterprise solutions capabilities make them a Remedy leader. They have designed, built, and staffed some of the most robust Remedy implementations in the industry today.

SSDS has a defined and repeatable methodology to guide HD/CSD projects. This methodology provides the necessary structure to enable our clients to support their customer's needs as efficiently as possible, while incorporating changes when required. The five steps of the methodology are:

- Planning
- Develop Business Architecture
- Develop the Technical Architecture
- Implementation
- Knowledge Transfer

SSDS' proven methodology ensures a solid Remedy customization and implementation.

SSDS' Integrations

With over 40 major Remedy implementations, SSDS has reached the highest level of excellence in technical skills, business practices, and practical experience.

SSDS has successfully integrated Remedy with other third-party tools such as enterprise and network management platforms, IVR call routing systems, systems management applications, and paging systems. Third-party vendors include HP OpenView, CA Unicenter, PeopleSoft, Tivoli, NerveCenter, and CABLETRON SPECTRUM.

Strategic Positioning

Special Strengths

SSDS believes the following points differentiate them in the Remedy market:

- End-to-end Remedy solutions, including third-party integrations and customizations
- Our practice is not based on just tool development, but also factors such as:
- A defined and repeatable methodology to guide help desk and CSD projects.
- Knowledge of and practical experience with the business rules that drive the organization.
- Knowledge of and practical experience with the processes and procedures that drive the Help Desk.
- SSDS' delivery personnel have broad experience with a wide variety of help desk, network management and enterprise management tools.

Industry Knowledge and References

SSDS has specific focus on the following vertical markets:

- Telecommunications
- Public Administration
- Finance and Insurance
- Educational Services

Computer and Electronic Product Manufacturing is another growing market for SSDS.

Project Guidelines

Large, complex Help Desk/Consolidated Service Desk projects that require enterprise solution capabilities.

Selected Customer Projects

Customer	Industry	Project Details
Air Force Material Command (AFMC)	Public Administration	Migrated AFMC from loose organization of help desk, control facilities, and experts to a single, integrated customer service center. Designed, configured, and installed the System and integrated it with multiple network management tools. Deployed at 14 sites.
AvData Systems, Inc.	Computer and Electronic Product Manufacturing	Expanded and automated the AR System's capabilities to include site databases, call tracking, dispatch management, parts distribution, network management, and a paging system. The system also allows changes to be made quickly and cost effectively. Tight integration with HP OpenView and Seagate NerveCenter.
Industrial Bank of Japan	Finance and Insurance	Total Remedy help desk rebuild including: business processes, business rules, and help desk tool development to include procurement, asset management, and change management. This rebuild covers the entire North American IT support operations.
Ohio Bureau of Workers' Compensation (BWC)	Public Administration	Redesigned help desk to improve efficiency of a network supporting 3,000 users at over 30 remote sites. Redesigned existing AR System to fit BWOs needs, migrated system to NT server, and provided complete training. Network availability increased from 60% to over 98% in less than 6 months.

Source: SSDS, Inc.

Sun Microsystems Inc.

51

Remedy Partner since:

1992

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www.sun.com

Company Background

Since its inception in 1982, a singular vision, "The Network Is The ComputerTM," has propelled Sun Microsystems, Inc. (NASDAQ "SUNW") to its position as a leading provider of high-quality hardware, software and services for establishing enterprise-wide intranets and expanding the power of the Internet. With more than \$10.5 billion in annual revenues, Sun can be found in more than 150 countries and on the World Wide Web at www.sun.com.

Remedy Activities

Relationship with Remedy

Sun Microsystems first entered into a strategic alliance with Remedy in 1992 through an Original Equipment Manufacturer (OEM) agreement which allowed Sun to incorporate Remedy products into Sun Help Desk products as well as services. Over time, this relationship changed to that of a Systems Integrator, through which Sun may resell and sublicense Remedy's products as part of a value added component of Sun's consulting business to enterprise clients worldwide.

Employees

Sun Microsystems has more than 27,000 employees worldwide. Sun Professional Services, a line of business within Sun Microsystems, has consultants in 28 offices worldwide who provide consulting and systems integration expertise including help desk services and support to Sun customers.

Sun's Business Expertise

Sun has extensive experience implementing Remedy help desk and customer support solutions for large and small projects worldwide. Sun Professional Services experts work as a team with Remedy specialists and/or the client project managers to scope, plan and deliver tailored, custom support solutions on time and within budget. Sun offers technology to design comprehensive support solutions, including people, process and technology, that can address a customers business objectives.

Sun's Business Practices

Sun consultants who deliver help desk/customer support services, as well as sell/implement Remedy software are trained by Remedy through its official training courses, either at Remedy headquarters, or at various Sun sites worldwide. In addition, Sun Professional Services provides training to all help desk consultants on all aspects of our help desk services. Sun's unique methodology is documented and made available to all consultants, as well as covered in detail in training. Additional training is made available to provide optimized Remedy application, domain and integration preparation. Sun Professional Services only recruits experienced consultants who must also complete the Remedy certification program. Sun's Remedy experts are available worldwide (in the Americas, Europe, Middle East/Africa, Asia/Pacific).

Sun's Integrations

Sun has successfully integrated Remedy solutions in many consulting engagements worldwide. Many projects have included integration with Computer Telephony Integration (CTI), network management, knowledge base, reporting and security applications. Customers represent a variety of sectors including: telecommunications, financial services, manufacturing, healthcare, government, engineering, among others.

Strategic Positioning

Special Strengths

Sun considers that the following points differentiate them in the Remedy market:

- Sun consultants have the expertise to help customers plan, design and implement a complete user support system, including implementing Remedy in an optimal fashion.
- Sun has a global consulting presence, including a successful record of numerous Remedy implementations.
- Sun's best-of-breed focused solutions on a variety of platforms, including the integration of network management and remote monitoring tools for consolidated operations management.

- Superior Knowledge of the Sun Platform for integration.
- Demonstrated success in the design, development and implementation of world class help desks and customer support operations worldwide, ranging from small to global.

Industry Knowledge and References

Sun Professional Services does not break out its help desk/customer support services by vertical market.

Project Guidelines

We consider the needs of all customers individually.

Exhibit 1

Selected Customer Projects

Customer	Industry	Project Details
Major hospital	Health Care and Social Assistance	Assessed current help desk environment; developed detailed recommendations; facilitated development of new help desk design including processes and policies; identified necessary skill sets; designed and implemented call management system based on Remedy, including reporting.
Major Worldwide Telecommunications provider	Telecommunication	Assessed 3 customer support centers distributed around the globe; designed processes and structure to meet emerging business needs; designed customer support solution based on Remedy. Global project still in progress.
Siemens Medical System	Health Care and Social Assistance	Implement custom features to Remedy Help Desk system; optimize systems and processes;simplify problem resolution and reporting process. Assessed business and service needs and customized implementation of Remedy system.
Swiss Meteorological Institution (SMA)	Public Administration	The challenge was to replace all custom developed tools used for call management and the inventory of hardware and software. SunService's solution integrated a call and inventory management system which is also used to track and manage user administration, training activities, and the technical library.

Source: Sun Microsystems Inc.

Unisys Corporation

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Remedy Partner since:

1996

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Company Background

Unisys has more than 33,000 employees helping customers in 100 countries apply Information Technology to solve their business problems. Unisys solutions are based on a broad portfolio of global information services including systems integration, outsourcing, repeatable application solutions, consulting, network integration, remote network management, and multivendor maintenance and support; coupled with enterprise-class servers and associated middleware, software and storage.

Remedy Activities

Relationship with Remedy

Unisys Corporation developed HelpTRAK, a Remedy AR System based help desk call management system in May 1996 in support of our multi-customer outsourced help desk operations. Since then we have become Remedy's second largest customer. In addition to using Remedy to manage our outsourced help desk services, Unisys offers Remedy-based technology solutions to customers requiring their own call management solution.

Employees

Unisys OneCALL help desk consulting services offers a suite of technology related solutions including introducing the use of newer technology, improved processes, or an outsourced solution. Using a formal methodology, Unisys consultants thoroughly analyze the clients existing support infrastructure, including call management systems, call flow processes, end user expectations, and support staff capabilities. Unisys consultants use the results from this assessment to define technology requirements, make solution recommendations, and design solutions for the client. Unisys has help desk consultants worldwide who are currently designing and implementing help desk services in the US, Europe, South Africa, Australia, New Zealand, Asia and Latin America.

Unisys' Business Expertise

Unisys has a broad business expertise primarily in the areas of technology including -- enterprise servers, voice messaging, bio-metric security, etc. -- from the Computer Systems unit; repeatable solutions including -- publishing, retail banking, airline cargo systems, etc. -- from the Information Services unit; and distributed computing support services including -- OneCALL help desk, NetWORKS network management, Integrated Desktop Management, etc. from the Global Customer Services unit.

Remedy solutions are offered by Unisys Global Customer Services, within the distributed computing support services segment. Unisys utilizes Remedy to deliver help desk, network management and desktop management services. These services are supported by the use of the Unisys global support infrastructure, which includes Remedy for call and event management, as well as client on-site Remedy consulting and system implementation to provide integration with client personnel and processes.

Unisys Corporation's Integrations

Unisys has integrated HelpTRAK, a Remedy-based call management system, with several other Unisys technology solutions. The HelpTRAK application is a single access point to Asset Management Inventory Maintenance, Acquisition Services (provisioning) and the SureTrack system. The SureTrack system interfaces to the Unisys dispatch service system known as the Service Request Management System (SRMS) in order to place break/fix maintenance requests to Unisys field engineers.

Unisys has successfully implemented a ticket exchange solution between HelpTRAK and a customers customized Remedy-based help desk system.

Approximately 1,800 tickets are passed monthly.

Additionally, Unisys has integrated Remedy applications with the following Remedy partners:

Knowledge Management

- Primus
- Knowlix

Network Alarm Auto Ticket Generation

- HP OpenView
- CA Unicenter

Strategic Positioning

Special Strengths

Unisys Corporation differentiates itself in the Remedy market in the following areas:

- Unisys OneCALL offers comprehensive help desk services tailored to the client environment including client-unique application support, integration of clients on-site help desk, implementation of the Unisys Remedy-based call management system at the client site, and/or implementation of a customized Remedy solution at the clients site.
- Unisys is a worldwide enterprise with operations in over 100 countries.
- Unisys offers customized Remedy solutions as a complement to our service portfolio.
- IT industry analyst META Group ranks Unisys OneCALL the number one Multivendor Support Provider for help desk services.

Industry Knowledge and References

Unisys offers solutions focused on the following vertical markets:

- Transportation and Warehousing
- Finance and Insurance
- Public Administration
- Information

Global Customer Services offers horizontal solutions with great success across many vertical segments. Our overall GCS revenue is over \$2 billion. We do not measure sales by vertical market sector.

Selected Customer Projects

Customer	Industry	Project Details
Integrated Health Services	Health Care and Social Assitance	OneCALL help desk, NetWORKS network management, and integrated desktop management. Remote and on-site services utilize Remedy-based call and event management systems. On-site customized Remedy application interfaces with Unisys HelpTRAK Remedy application for ticket collaboration. Approximately 1,800 tickets passed monthly.
City of Chicago	Public Administration	Outsourced distributed systems management with OneCALL help desk, NetWORKS network management, and integrated desktop management. Remote and on-site services utilize Remedybased call and event management systems. City of Chicagos IT staff submits events to the OneCALL help desk via ARWeb interface.
Maimonides Medical Center	Health Care and Social Assistance	OneCALL help desk and NetWORKS network management supporting a mission critical patient records system. Remote services utilize Remedy based call and event management systems. Desk-side support personnel use ARWeb to receive and update incident details.
UNUM Insurance	Finance and Insurance	Outsourced desktop management including OneCALL help desk and integrated desktop management. Unisys-provided remote and on-site services utilize Remedy-based call and event management systems. UNUM second level analysts receive and update incident details via ARWeb.

Source: Unisys Corporation

Venimex

51

Remedy Partner since:

1998

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Company Background

Venimex, established in 1997, is a leading provider of custom AR System application development services. Centrally located in Atlanta, Georgia, Venimex offers services to companies throughout the United States and abroad.

In 1998, Venimex experienced over 320% growth over the previous fiscal year. Venimex is a growing firm expecting to exceed projections for 1999.

Remedy Activities

Relationship with Remedy

Venimex entered into a partnership with Remedy in 1997 as a Subcontractor with the Remedy Professional Services Organization. Today, the company is a Consulting System Integrator focused on providing key application implementation and development services.

Employees

Venimex has 9 full-time Remedy consultants on staff, based out of the Atlanta offices.

Venimex' Business Expertise

Venimex offers several levels of AR services:

- Implementation and customization of the Remedy application suites. These engagements are typically rapid deployments based upon the Remedy application suites requiring minimal customization and fast rollout.
- Custom applications developed on the Remedy AR System platform. Applications range from Support Management to complex Telecommunications Management systems.
- Reengineering projects enable clients to leverage the wealth of Venimex's design experience to redesign existing Remedy AR Systems and take advantage of new UI features

Venimex works closely with the client to ensure that the system fits all business requirements and processes. Our consultants focus on providing completely custom solutions that integrate to your business and do not force you to change your business to meet the systems design.

Venimex' Business Practices

Venimex focuses on providing top-tier suite integration and custom applications development services to clients in all industries. Our developers focus on understanding the specific business needs of your application, and utilize their extensive design and development experience to provide a workflow management application that meets all of your requirements.

We view our role as developer, facilitator and advisor. Venimex consultants bring a breadth of industry experience and expertise to our clients. Venimex clients and Venimex works together as a collective unit, providing our clients access to all of the expertise within Venimex.

Venimex is fast and efficient. Our engagements are typically 40 - 60% shorter than bids provided by our competitors.

Venimex works closely with client staff to ensure a smooth transition following the completion of an engagement. We provide extensive system design documentation and application specific user training on every engagement.

Venimex' Integrations

Venimex offers significant expertise in the following key integration areas:

- Carrier/LEC Switch Integration
- Paging/Notification System
- Computer Telephony Integration (CTI)
- SNMP System Integration in HP Openview and Tivoli
- Crystal Reports Server
- Legacy Systems (i.e. Billing, Purchasing, Operations) through the use of Remedy API
- Barcode integration for Retail or Inventory applications
- CONNECT:DIRECT

Strategic Positioning

Special Strengths

Venimex considers that the following points differentiate them in the Remedy market:

- Extensive Telecommunications experience
- Strong API programming experience in Perl and C++
- Emphasis on building intuitive, highly functional user interfaces that take advantage of the latest Remedy client enhancements as well as extensive Webbased interfacing.
- Proven Requirements Analysis process and development methodology
- Focuses on providing systems that integrate tightly with the enterprise, and are easily maintained by inhouse staff

Industry Knowledge and References

Venimex has specific focus on the following vertical markets:

- Telecommunications
- Retail Trade
- Finance and Insurance

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Market	Sub-Segment	% of Revenues	% of Projects
Telecommunications	Carrier/LEC Operations	80%	80%
Finance and Insurance	Mortgage Lending	10%	10%
Retail Trade	Distribution	10%	10%

Source: Venimex

Selected Customer Projects

Customer	Industry	Project Details
Long Distance Services Provider	Telecommunications	Venimex developed a comprehensive enterprise tracking system to provide help desk management, inventory management, network trouble management, customer trouble management, provisioning, work order tracking and facilities management.
Mortgage Lender	Finance and Insurance	Venimex provided complete systems planning and development for an IT Operations Management system to manage IT infrastructure throughout 15 regional locations.
Home Improvement Center	Distribution	Venimex implemented a system to coordinate trouble reporting between over 600 store locations nationwide and the central support center. System integrates with several system vendor support interfaces as well as providing extensive, distributed management reporting.

Source: Venimex

VISTA Information Technologies

51

Remedy Partner since:

1998

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Company Background

VISTA is a recognized leader in providing network-related solutions to the enterprise. VISTA has the complete range of skills and expertise to provide total network services to support your network. VISTA today is a \$100 million revenue network services company with broad-scale delivery capability. Our national service capabilities and 1,300-person workforce allow us to support multi-site deployments of thousands of sites. At the same time, our strong technical capability in each market provides clients with the confidence that projects will be well handled. At VISTA, we understand how to turn your networks into your competitive advantage and to help you develop and maintain a leadership position.

Remedy Activities

Relationship with Remedy

VISTA began its partnership with Remedy in 1998 and has successfully completed integration projects using virtually all of Remedy's product suite.

Employees

VISTA has a staff of 15 in its Enterprise Support Solutions Practice dedicated to the Remedy Partnership. This number will double in 1999.

VISTA Business Expertise

VISTA focuses on providing total network services. These offerings fall into five general categories:

- Managed Services
- Architecture/Design/Engineering
- IT Infrastructure Deployment
- Comprehensive Support Services
- Specialized Applications

A significant component of VISTA's business is planning, building, and managing call centers and help desks for large customers.

UISTA Business Practices

VISTA is committed to ensuring its staff has received training in Remedy's latest products. Approximately half of the staff dedicated to the Remedy partnership are certified as Remedy Approved Consultants. The remainder are being trained to become RACs. In addition to Remedy technical expertise, all of the staff have process and procedure expertise in help desk and call centers.

UISTA's Integrations

VISTA has implemented solutions using products from Remedy to solve a variety of business problems. These solutions have used the technologies provided by Remedy to streamline business processes in a number of areas outside of the help desk.

VISTA has entered into a number of partnerships with firms that complement and supplement VISTA's relationship with Remedy.

Strategic Positioning

Special Strengths

Vista considers that the following points differentiate them in the Remedy market:

- Extensive experience building and managing large call centers
- Delivery capability across North America
- Project Management methodology that helps ensure project success
- · Ability to assume complete project responsibility
- Significant integration expertise beyond Remedy product suite

Industry Knowledge and References

The top four vertical industries of VISTA's customers are:

- Telecommunications
- Health Care and Social Assistance
- Finance and Insurance
- Utilities

VISTA can provide specific customer references upon request.

Project Guidelines

VISTA has a detailed methodology for project delivery. Sample reports and deliverables are available upon request.

Exhibit 1

Selected Customer Project

Customer	Industry	Project Details
Auto Parts Chain	Retail	Integration of a 1,100 store national chain.
Fortune 200	Utility	Remote network operations and engineering; complete management and administration of the move, add and change services.
Hospital Chain	Healthcare	Turnkey design, deployment and management of a 22-site hospital group.
Regional Bank	Financial	Remote network and system management of banking operations, on a 24x7 basis, including ATM and internal networks.

Source: VISTA





n d P 0 endent oftware Vend ors (ISV)

Eftia OSS Solutions, Inc.

ISU

Remedy Partner since:

1997

Contact Information

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www.eftia.com

Company Background

Eftia, based in Ottawa, Canada, is a world leader in Operational Support System (OSS) products designed to meet the service management and delivery needs of the telecommunications industry.

Eftia is a member of the TeleManagement Forum (TMF) and continues to partner with industry leaders.

Remedy Activities

Relationship with Remedy

Eftia has been a Remedy partner since 1997.

Employees

Eftia currently has 125 employees.

Eftia's Service Skills

First Line Support Staff	3
Training Staff	3
Project Manager	4
Software Development	50
Architects	3
Process Specialists	6
IT Support	10
Media and Communications	25

Eftia's Business Expertise

The Eftia Master.Scribe™ Suite of telecom OSS products includes modules for order provisioning and fulfillment, problem management, telecom circuit and asset inventory management, and telephone number tracking.

Eftiæ pre-customized solutions are packaged for the unique operational needs of telecom service providers. Our packages include Master.Scribe CLEC™, Master.Scribe ICP™, Master.Scribe DSL™, Master.Scribe Transport™, and Master.Scribe Trouble Track™. In addition, Eftia offers Trans.Scribe InterConnect Gateways™ to automate interfaces with telecom trading partners.

Strategic Positioning

Special Strengths

Eftia considers that the following points differentiate them in the Remedy market:

- Extensive telecommunications experience and expertise
- A product lifecycle is in its fourth year
- Strong partnerships with industry leaders who offer complementary products
- Strong business focus on telecom service management and delivery

Industry Knowledge and References

Eftia has specific focus in the following market:

• Telecommunications

Exhibit 1 shows Eftiæ revenues by vertical market sector.

Exhibit 1

Remedy Activity by Revenue and Vertical Markets

Vertical Market	Sub-segment	% of Revenues	% of Projects
Telecommunications	(C)LEC	50%	N/A
Telecommunications	ICP	20%	N/A
Telecommunications	DSL	20%	N/A
Telecommunications	IXC	10%	N/A

Source: Eftia

Exhibit 2

Selected Customer Projects

Customer	Industry	Project Details
PaeTec Communications Inc.	CLEC	Integrating full Master.Scribe CLEC™ package; preScribe Maintenance is in now operational.
US LEC	CLEC	Installed full Master.Scribe CLEC™ suite. There is presently ongoing integration work with billing and network management systems

Source: Eftia

Foundation Technologies

ISU

Remedy Partner since:

1997

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Company Background

Founded in 1984, Foundation Technologies, Inc. (FTI) provids extensive consulting and training services. The company uses client/server and object-oriented technologies as well as knowledgebase systems to develop mission-critical applications for a variety of projects. Areas included: insurance underwriting claims processing, pension administration, job scheduling, cost containment, trade monitoring and knowledge publishing for customers around the globe.

Remedy Activities

Relationship with Remedy

Foundation has been a Remedy ISV since 1997.

Employees

Foundation currently has 80 employees.

Foundation's Business Expertise

Foundation Technologies, Inc. is the creator of Beneflex™, a knowledgebase for answering employee questions about their benefits HR policies. The software is designed for use in corporate call centers, networks and Intranets, as well as outsourcing service centers.

Introduced in 1995, BeneflexTM, a Web-based client/server Windows application, provides display, authoring and report generating environments to run insourcing or outsourcing benefit centers for defined contribution, defined benefit, or health and welfare benefit programs. It structures the data collection process, facilitates the documentation process, and provides an efficient means to create and modify plan provisions and life events for online viewing. Beneflex TM includes:

- a robust employee database; a robust HR knowledgebase
- customized knowledge content that automatically tailors the HR intranet to individual employees
- multiple channels for information delivery, including direct employee service and call center access
- model-driven authoring tools that allow for low-cost setup and maintenance of the HR content on the intranet site

With interfaces built into the software, Beneflex Mintegrates seamlessly with companies payroll and human resources information. This enables customers to take advantage of this new technology while preserving their investments in existing technology. Beneflex Call Tracking, an add-on extension to Beneflex Milton Remedy's AR System, provides the human resources customer service representative with a call tracking application that will capture and store critical data relating to responses to payroll and human resources inquiries.

Strategic Positioning

Special Strengths

Foundation considers that the following point differentiates them in the Remedy market:

Domain expertise

Industry Knowledge and References

Foundation has specific focus in the following market:

Human Resources

Exhibit 1 shows Foundation's revenues by vertical market sector.

Exhibit 1

Remedy Activity by Revenue and Vertical Markets

Vertical Market	Sub-segment	% of Revenues	% of Projects
Human Resources		100%	100%

Source: Foundation

Kortrack Solutions, Inc.

ISU

Remedy Partner since:

1998

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Company Background

KorTrack Solutions Inc. is a privately held company, founded by the former principals of Opcom Solutions Inc., who held an established reputation for IT service management solutions. Starting in 1994, the Opcom team quickly gained market share, and the company grew to almost 130 employees before being purchased by GE Capital Corp. in 1996.

As a natural evolution, the management team then founded Eftia OSS Solutions Inc. in 1997, and continued their specialization in powerful operations support software for healthcare and telecommunications markets. With the company at more than 100 professionals within its first year, and several multimillion dollar contracts awarded, it was felt that markets would be better served if separate companies were formed.

On September 1, 1998, KorTrack Solutions Inc. became a legal entity, and inherited intellectual property, process and technical expertise to focus on automation needs unique to the healthcare industry.

Remedy Activities

Relationship with Remedy

A Remedy partner since 1998, KorTrack specializes in customer interaction management, with proven, FDA compliant, worldclass solutions specifically built for the healthcare industry. Built on the well-proven suite of Remedy® software products, KorTrack's customized modules provide a comprehensive, easy-to-use interface for rapid data capture and multi-task management.

Kortrack's Business Expertise

KorTrack Solutions markets applications to the Health care industry. Their product set, Healthcare Interact Suite, delivers an out-of-the-box healthcare service desk, which surpasses the most stringent service requirements of healthcare service providers and pharmaceutical companies. The software modules offer inquiry tracking, product complaint management, coordinated task management, regulatory agency notification, and documentation support. The foundation for Healthcare Interact Suite is built entirely on the AR System.

Central to the system is the Common Database Store that ensures flow-through and tamper-proof archiving. To this base, modules are independently added to provide:

- Inquiry tracking
- Product complaint management
- Coordinated task management
- Regulatory agency notification
- Knowledge base management
- Real-time reporting

All functions are initiated through a master Control Panel that provides prefabricated, but customizable pull-down menus and schemas to ensure record completeness, data normalization, and automatic audit trail generation.

KorTrack's modules are engineered to seamlessly integrate with legacy systems. Oracle, Sybase and MS SQL databases are immediately supported, with Informix and CA-OpenIngres awaiting validation. Enterprise transactions are completed by Remote Procedure Calls using TCP/IP over LAN, WAN, dial-in or wireless networks.

Industry Knowledge and References

Kortrack has specific focus in the following market:

- Health Care and Social Assistance
- Pharmaceuticals

HexCen Technologies, Inc.

ISU

Remedy Partner since:

1998

Contact Information

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Company Background

NexCen's corporate mission is to be the dominant supplier of Customer Relationship Management (CRM) software to the telecommunications service providers market. The firm was founded in 1998 in Littleton, Massachusetts, with a vision of revolutionizing the ways companies identify and retain highly-valued customers.

The NexCen solution provides unprecedented productivity, customer satisfaction, and revenue generation solutions that are affordable for work teams of 25 to over 1000 users.

Remedy Activities

Relationship with Remedy

NexCen has been a Remedy partner since 1998.

Employees

NexCen currently has 10 employees.

HexCen's Service Skills

Software Development/Support Staff	5
Project Managers	1

NexCen's Business Expertise

The NexCen founders have extensive experience in the telecommunications industry. The team has:

- Filled critical engineering, marketing, and management roles in companies such as Aurora Systems, Motorola, Siemens, Southern New England Telephone (SNET), Time and Space Processing, Voicetek, and Votan
- Implemented call center solutions in customer contact centers for Bell Atlantic, Boston Edison, British Telecom, Centurion Electric, GTE, Hong Kong Telephone, LIN, McCaw, MCI, Metromedia, NYNEX, Sprint, SNET, Tucson Electric, US West, etc.
- Established product development and distribution partnerships with Cable and Wireless, DSC Communications, Fujitsu, Harris, Logica, Lucent, Nortel, Siemens, Summa Four, Unisys, etc.
- Delivered numerous speeches and served on a large variety of panels at various trade shows and conferences both domestically and internationally for the telecommunications and related industries
- Achieved recognition as industry leaders in these markets, including having served on the board of directors or played important roles in industry associations such as the Help Desk Institute (HDI), the Information Industry Association (IIA), the Massachusetts Software Council, the Massachusetts Telecommunications Council (MTC), the MultiMedia Telecommunications Association (MMTA), the North American Telecommunication Association (NATA), and the Telecommunications Industry Association (TIA)

Strategic Positioning

Special Strengths

NexCen focuses exclusively on the telecommunications service providers market. The rapid growth of this industry, enhanced by government deregulation and the explosive growth of the Internet have spawned the emergence of several telecommunications industry segments including Inter-Exchange Carriers (IXC), cable companies, competitive local exchange carriers (CLEC), alternate local exchange carriers (ALEC), and Internet service providers (ISP). As these companies adopt rapid growth and development plans, they expect customer service to fuel that growth and provide a competitive advantage. These companies are urgently seeking an infrastructure that will enable superior CRM.

Industry Knowledge and References

NexCen has specific focus in the following vertical markets:

Telecommunications

Exhibit 1

Remedy Rctivity by Revenue and Vertical Market

Vertical Market	Sub-segment	% of Revenues	% of Projects
Telecommunications	LEC, ICP, DSL, IXC	100%	100%

Source: NexCen

RTS Software

ISU

Remedy Partner since: 1998

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Company Background

RTS Software is an industry-leading provider of service management business applications that enable their customers to manage their service organizations profitably and strategically.

RTS Software provides high-end service management solutions to customers who operate on a complex and global scale. They enable customers to increase service revenues, decrease costs, increase productivity and to improve customer loyalty.

RTS Software has over 250 employees worldwide; over 130 are dedicated to R&D, Professional Services and Customer Support.

They maintain dual headquarters facilities: Jerusalem, Israel and Waltham, Massachusetts. Additional locations include Hemel Hempstead, England (UK Operations); Paris, France (European Operations) and Tokyo, Japan (Japanese Operations). The company is privately held and financially strong.

Remedy Activities

Relationship with Remedy

RTS Software is an ISV and complements Remedys CRM software.

Employees

RTS has 9 people proficient on Remedys help desk offering.

RTS' Service Skills

Remedy Approved Consultants	1
First Line Support Staff	4
Application Consultants	4

Professional Services

The RTS Software Professional Services team is the largest and most knowledgeable service management team in the market, specializing in delivering business benefits to customers with unique and complex requirements. By providing support for the entire implementation process from business process analysis to integration, they minimize risk, reduce time to achieve business benefits and ensure overall customer satisfaction

RTS' Business Expertise

RTS Software serves Tier One enterprises where a high level of customer service to an install base is a competitive differentiator. Industries served include High End IT Products, Medical Systems, Industrial Automation, Highly Engineered Industrial Products, and Third Party Service Providers.

They have over 100 live customer sites in over 30 countries. Their customers include Sun Microsystems, GE Medical Systems, Data General, Stratus Computers Inc., Nortel, NTL, and Teraoka Seiko.

Strategic Positioning

Special Strengths

The RTS Service Suite is an integrated suite of products focused on addressing the needs of a complex Suite of Service Management environment centered around end-

user customers, installed equipment and service contracts. Whether implemented as a single module or an integrated Suite, RTS delivers the most robust business applications in the market for contract management, logistics, call management, and repair. These modular applications may be integrated with a variety of complementary best-of-breed products. RTS Service Suite delivers multi-tier client/server implementation with support for Web Browsers, Microsoft Windows and UNIX.

Industry Knowledge and References

RTS has specific focus in the following vertical markets:

- Computer and Electronic Product Manufacturing
- Aerospace & Defense
- Health Care and Social Assistance
- Telecommunications

Exhibit 1 shows RTS' revenues by vertical market sector.

Exhibit 1

Remedy Rctivity by Revenue and Vertical Markets

Vertical Harket	Sub-segment	% of Revenues	% of Projects
Computer and Electronic Product Manufacturing	High Tech Equipment	50%	N/A
Computer and Electronic Product Manufacturing	Industrial Automation	15%	N/A
Health Care and Social Assistance	Medical Equipment	25%	N/A
Telecommunications	Telecommunications	10%	N/A

Source: RTS Software

ServiceWare

ISU

Remedy Partner since:

1998

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Company Background

Canadian-based ServiceWare Corporation has been providing highly automated service management systems since 1989, and has developed a customer base in excess of 1,400 organizations worldwide. The firm continues to set the industry standard for product depth and completeness by focusing on its core competencies in the service management area. ServiceWare adds additional value through partnerships that integrate other best-of-breed products for enterprise resource planning, customer support, sales force automation, and financial management. This Zero-Compromise™ approach results in the ServicePlus product family, which offers a higher level of automation, superior customer service opportunities, and improved technician productivity through a more accurate reflection of its users business rules.

ServicePlus is a premier service management system that provides a high level of decision support and helps users increase operating margins and customer service levels.

ServicePlus integrates logbook, logistics, inventory, purchasing, contracts, dispatch, sales order processing, and shipping functions with desktop, remote and Internet-based applications.

Remedy Activities

Relationship with Remedy

ServiceWare Corp. entered into a partnership with Remedy in 1998. ServiceWare ServicePlus family of service management systems interfaces to Remedys Help Desk applications, providing a superior solution for help desks that require field service. ServiceWare is also a reseller of Remedy products.

When combined with Remedy Help Desk, ServicePlus ensures full cycle automation through the customer service/field/depot repair processes. Calls that are initiated through Remedy that need to be escalated to a field service technician are created automatically by ServicePlus. The repair cycle is managed by ServicePlus, with status updates automatically displaying in Remedy. Information on equipment history, warranty coverage and contract obligations are also pulled from ServicePlus into Remedy, enabling help desk CSRs to provide superior customer support.

Employees

ServiceWare has 70 employees located in Hull, Quebec.

ServiceWare's Service Skills

ServiceWare sells Remedy Help Desk in conjunction with its ServicePlus Service Management Systems. ServiceWare installs, implements, and trains users on Remedy. Technical support for Remedy applications is provided by Remedy directly.

ServicePlus is a modular, 32-bit client/server application on a highly-scalable platform. It automates all aspects of the service cycle through integrated modules. The available modules include Logbook, Logistics, Inventory, Purchasing, RMAs, Contracts, Dispatch, Shipping and Sales Order Processing, plus remote and internet-based applications. ServicePlus contains a workflow engine, driven by a sophisticated set of business rules that ensure best practices and a high level of process automation across service organizations of all sizes. Built to Microsoft Windows NT/98 standards, ServicePlus protects its users investment by offering Open Database Connectivity (Sybase, Microsoft SQL, and Oracle) and expansion into full 3-tier client/server computing. With exceptional depth, flexibility and scalability, ServicePlus provides organizations with improved decision support, and new customer service and revenue-generation opportunities.

ServiceWare's Business Expertise

ServiceWare has built, marketed, and sold its ServicePlus Service Management Systems to companies in the computer, communications, medical, VAR and electronics (consumer and industrial) industries since 1989. ServicePlus has evolved through three releases, from its original DOS roots to the ServicePlus Series 3 family of 32-bit Windows client/server applications.

The companys business expertise is reflected in: 1) the firms software since ServicePlus accurately reflects service industry and business issues; and 2) the firms employees since many ServiceWare employees have worked in service businesses. This translates into an ability to understand and articulate industry issues and product capabilities.

ServiceWares dedication to providing superior customer support goes beyond simply ensuring that skilled technical support representatives are available. The firm involves its clients in a unique collaborative design process that determines what new functionality becomes a part of future versions of ServicePlus. This commitment to customer feedback enhances ServiceWares user loyalty, year after year.

Strategic Positioning

Special Strengths

ServiceWare considers that the following points differentiate them in the Remedy market:

- The firm's expertise in Service Management makes it an ideal Remedy partner for firms that require both help desk and service management functionality.
- The ServicePlus and Remedy products integrate to form a Zero-Compromise™ solution that allows customers to use best-of-breed products from industry leaders. The information sharing capabilities of these two systems ensures that clients'support and service departments both have current data on customer relationship events.

Industry Knowledge and References

ServiceWare has specific focus in the following vertical markets:

- Computer and Electronic Product Manufacturing
- Healthcare and Social Assistance
- Telecommunications
- Transportation and Warehousing

Telcordia Technologies

ISU

Remedy Partner since:

1998

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Company Background

Bellcore, with its long history of making innovative telecommunications technology work, is now **Telcordia Technologies**. Our name has changed, but our tradition of high standards and exceptional performance continues.

Bell Communications Research, or Bellcore, was created during the divestiture of the Bell System in 1984 to serve the Bell operating companies by providing a center for technological expertise and innovation. The work we've done since that time has shaped the telecommunications industry, setting a standard for performance and quality unmatched in the industry.

Our role in the history of telecommunications includes:

- Leading the industry in setting standards through our Generic Requirements and COMMON LANGUAGE products
- Providing critical technologies such as SONET, ATM, DSC, and SS7, that are the underpinning of today's networks
- Developing the core software that allows U.S. telecommunications companies to handle more than 150 million service orders annually and to manage almost 200 billion calls at extraordinarily high levels of reliability.
- Developing the software that handles every 800/888 call in the U.S.
- Working with over 500 companies in 55 countries to incorporate our software into their network systems.

We believe that we will play a similar role in the rapidly approaching transformation of carrier networks from circuit based architecture to a packet based architecture. Telcordia is currently the clear leader in the development of the network software and associated services that will allow IP networks to operate efficiently on a large scale and to seamlessly interconnect both with the existing Public Switched Telephone Network (PSTN) and the new IP based networks.

Looking to the future, we envision ourselves in a central role in providing the fundamental network and operations support systems software and associated services that allow the seamless interconnection of Next Generation Networks. We have both the heritage and the vision to work with you to engineer and implement Next Generation Networks.

Remedy Activities

Telcordia's Business Expertise

Maintaining network integrity and high quality service delivery are every carrier's top priorities, but problems and accidents happen. Thus, a critical component of operational excellence is also the speed and effectiveness of your response to trouble. When you receive a network alarm or a customer's call for help, your ability to pinpoint the root cause, mobilize the necessary resources, and track the process is critical to enhancing customer loyalty and keeping maintenance costs in check.

You need a solution that turns trouble report management into one seamless, efficient flow. Telcordia Technologies has a software solution that serves as the trouble report controller for all of the services, circuit types, and technologies that make up today's complex network environments. It leverages our history of creating industry-leading Operations Support Systems (OSSs), designing and engineering network architectures, and providing integrated solutions for all aspects of provisioning and service assurance. This application continues our reputation for developing open, scalable systems that are easy to use and support flow-through, integrated operations.

The Telcordia Trouble Ticket Manager application coordinates all of the steps in the trouble ticketing process.

The Trouble Ticket Manager is a fully scalable application that manages end-to-end trouble ticketing -- from opening and routing to analyzing, correlating, tracking, escalating, referring for dispatch, and closing of trouble reports. It handles trouble reports for all of the services in your portfolio, including digital, transport, voice, data, video, and Internet access. This application

can also manage trouble ticketing for customer and network troubles originating from special service circuits, carrier systems, message trunks, virtual connections (high-speed data paths), and non-designed access lines (POTS).

The key to the application's versatility lies in its open, robust architecture, which enables it to integrate seamlessly with other OSSs. As a result, it can retrieve critical customer, circuit, and service data from upstream systems, process and analyze the data, then send the right information to appropriate downstream systems, while keeping watch over the entire process.

Trouble Ticket Manager can further speed problem resolution by notifying the responsible administrator when a repair effort falls behind schedule, and provide templates for recommended solutions to specific telecommunications problems. This application is also remarkably easy to operate. Through its Microsoft® Windows/NT®-based Graphical User Interface (GUI), system administrators can customize its reference data, and easily generate reports on the status and history of specific circuits, repair center performance, trends, work load, and other issues of importance to the company.

The features of our software keep trouble response on schedule and within budget.

- Maintains a work log that tracks all activity associated with each trouble
- Receives maintenance test results, which it uses to determine the best way to route a trouble report and the best template to recommend to resolve the problem
- Provides different work lists for the organization, technical group, and user levels, and lets users double click on any report in a work list to review status and details
- Correlates customer or network troubles with previously identified root causes, minimizing the number of dispatches required
- Has flow-through interface modules to customer, service, and network OSSs
- Enables multiple, pre-defined reports
- Includes an intuitive, user-friendly GUI with a context-sensitive help function
- Supports proactive maintenance by opening trouble reports on faulty network elements, based on input from a network monitoring system, so they can be fixed before they actually fail.

The intended benefits of our application enhance your reputation as a Quality of Service (QoS) organization.

- Greater control over service assurance
- Fast, coordinated response to problems
- Reduced operations and personnel costs
- Reduced trouble report rate and average trouble duration
- Improved accuracy of trouble response
- Standardized trouble ticket entry and process based on user-defined parameters.

Strategic Positioning

Special Strengths

Telcordia Technologies considers that the following points differentiate them in the Remedy market:

- Telecommunications specialists backed by the experience and knowledge of a leader in the telecommunications industry
- A long history of providing, quality, robust, telecommunications operations systems to its clients
- A proven track record of providing integrated solutions for all aspects of the provisioning and assurance flows that are required by telecommunications services providers
- Focus on enhancing client's customer service by improving overall trouble report tracking and coordination, routing of troubles, and internal communications

Industry Knowledge and References

Telcordia Technologies has specific focus in the following market:

Telecommunications

Tertio Ltd

ISU

Remedy Partner since:

1994

Contact Information

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Company Background

Tertio is a leading European software and services company offering telecommunications service provisioning, business service management and customer service solutions for telecommunications, finance and major service organizations. With its rapid deployment of end-to-end systems, Tertio enables customers in technology dependent industries to offer innovative business services using such solutions as web based service provisioning and business impact analysis of network infrastructure performance.

Tertics industry leading products:

- Provident for service provisioning
- Observant for business service management
- Service desk for customer service management

The above-mentioned points have all been developed based on proven customer benefits. Tertio has strategic business partnerships with other industry leaders including Remedy, Hewlett Packard and Tivoli, where the company integrates its own products with complementary third-party solutions. Tertio is developing strategic alliance partners to market and support Tertios Provident and Observant product lines, such as Kingston-SCL who is already integrating Provident with its Jupiter Telecoms billing system.

Founded in 1989, the company's headquarters are in London, with offices in Manchester and Bath. Tertio was recently awarded 17th position in the Deloitte & Touche Technology Fast 50 Awards, reflecting the company's outstanding growth achievements. Tertio has expanded at a compound rate of 65% over the last six years and expects revenues of £16m for the year ending December 1998.

Remedy Activities

Relationship with Remedy

- Champion VAR and ISV
- Remedy Approved Consultancy
- Remedy Approved Education Partner
- · Remedy Approved Technical Support

Employees

Tertio has 188 employees.

Tertio's Consulting Skills

Remedy Approved Consultants	2
First Line Support Staff	9
Training Staff	3
Education Staff	3
Project Manager	20
Technical Consultants	. 100
Product Development	10
Sales and Marketing	15

Tertio has over 100 man years experience delivering Remedy AR System based solutions with a particular focus on delivering applications in the customer service and service desk arenas.

Problem, Incident, Change and Asset management form the basis of IT Service Management solutions within the ITIL/BSI guidelines.

Fault, Complaint and Order management form the basis of Service Request Management for customer service systems.

The Tertio Service Desk also includes applications such as ATM claim tracking for retail banking and purchase order tracking for IT purchasing.

In addition to the above, Tertio resells the Remedy application suites and can implement complex bespoke systems with a particular emphasis on integration skills.

Tertio's Business Expertise

Tertio creates and implements software solutions for telecommunications, finance and service organizations, to enable them to innovate the delivery of their business services.

Tertio combines business understanding, proven track record and rapid deployment of service delivery solutions.

The key to their success has been the capability of their consultants to understand the business drivers required to implement a successful solution and combine that understanding with the underlying technology.

Strategic Positioning

Special Strengths

Tertio considers that the following points differentiate them in the Remedy market:

- Longevity Tertio has been adding value to Remedy based solutions since 1994 and has been the leading reseller in Europe for the majority of that time.
- Size Tertio has 30+ full time trained Remedy consultants and many more with working knowledge and integration capabilities.
- Track Record Tertio has over 200 blue chip customers in the IT Service Management arena.
- IT Service Management Skills Tertio is a premier partner for Hewlett-Packard, Tivoli, BMC, Cabletron and ServiceSoft and has strong integration capabilities to all of these. They ensure that the solutions are delivered in the context of IT Service Management and appropriate industry standards and guidelines such as ITIL.
- Customer Service Skills Tertio has an excellent record of implementing customer service systems based on the Remedy AR System.

Industry Knowledge and References

Tertio has specific focus in the following vertical markets:

- Finance and Insurance
- Telecommunications
- Professional, Scientific and Technical Services

Exhibit 1 shows Tertio's revenues by vertical market sector

Exhibit 1

Remedy Activity by Revenue and Vertical Market

Vertical Harket	Sub-segment	% of revenues	% of Projects
Telecommunications	Customer Service, Provisioning, IT help desk - Service management	50%	25%
Finance and Insurance	IT Service Management, Customer Service	25%	40%
Professional, Scientific and Technical Services	IT Service Management, Customer Service	15%	25%
Professional, Scientific and Technical Services	Outsourcing	10%	10%

Source: Tertio Ltd.

WebTone Technologies

ISU

Remedy Partner since:

1997

Contact Information

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Company Background

WebTone Technologies, Inc., established in 1997, is a provider of multimedia call center solutions.

WebTone specializes in and designs leading end-to-end customer care solution applications. The firm is focused on, and heavily involved in, customer care/call center solutions for financial institutions and Internet banking through its SmartResponse tool.

Remedy Activities

Relationship with Remedy

WebTone uses Remedys Action Request System as one of the core components of its SmartResponse product. AR provides SmartResponse with important workflow automation and notification capabilities.

Exhibit 1

Employees

WebTone employs 25 IT and marketing professionals. They continue to expand their workforce to meet the increasing demand for their products and services.

WebTone's Service Skills

WebTone Technologies specializes in helping customer service representatives (CSRs) and their management teams improve the handling and management of email communications. The firm offers Web based email management tools called SmartResponse.

The SmartResponse system can scan email, determine its intent, suggest automated responses, and route messages to the appropriate work group for fulfillment thereby increasing efficiency and profitability. In addition, the system can capture the email and interface with a customer database for storage, if required.

Strategic Positioning

Special Strengths

WebTone considers that the following points differentiate them in the Remedy market:

- Actual experience and a relationship with the worlds first Internet bank, Security First Network Bank, make WebTone the premiere provider of multimedia call center solutions for financial institutions.
- IT and marketing professionals that are dedicated to the advancement of customer care solutions for the financial services industry.
- Strategic alliances with other software providers that enhance and promote state-of-the-art technology solutions for targeted markets.

Industry Knowledge and References

WebTone has focus in the following vertical markets:

Finance and Insurance

WebTone counts as customers, two of the top financial institutions in North America and one of the premiere insurance conglomerates in the United States.

Selected Customer Projects

Customer	Industry	Project Details
Security First Internet Bank	Online Banking	Multimedia Call Center Solution

Source: WebTone Technologies

Workflow Solutions

ISU

Remedy Partner since:

1993

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Company Background

Workflow Solutions was established in 1993 to market and support Remedy Corporations products in New Zealand. Today, the firm offers Remedy products, associated applications, consulting, and support services to over 60 organizations in New Zealand and Australia. Additionally, Workflow maintains partnering relationships with systems integrators and outsource service providers. Through these channels, the firm delivers second line support to an additional 80 Australasian organizations using Remedy-based solutions.

Workflow extends its efforts beyond the IT System Management market by developing Remedy based applications for the management of a variety of enterprise infrastructure processes. These applications are installed in customer sites in New Zealand, Australia and the United States.

Remedy Activities

Relationship with Remedy

Workflow Solutions is a VAR in New Zealand and Australia. The firm is also a member of the Independent Software Vender (ISV) and Product Partner programs. Through these programs the firm focuses on establishing markets for Workflows application products in the United States and Europe.

Employees

Workflow has 30 staff members in New Zealand and Australia, all of whom are actively involved with Remedy products.

Workflow Solutions' Service Skills

Remedy Approved Consultants 2
Remedy Implementation Consultants 10
Training Staff
Application Development Staff
Support Center Staff3

Workflow has established extensive expertise in the utilization of Remedys core AR platform as a vehicle for the delivery of complex workflow applications. The firms skill extends to working with the Remedy API and to the integration of the Remedy AR platform with third party software products.

The firm has been developing Remedy applications since 1993 and has established formal methodologies and standards to ensure successful delivery and efficient production use.

Workflow offers the following service elements:

- Advanced Remedy AR Platform technical support
- Application programming and customization
- Business process design consulting
- Data migration services
- Design reviews and application audits
- Implementation services
- Integration services
- IT strategy and architecture consulting
- Ongoing customer support for the Remedy environment



Product Partner

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Apropos Technology

Product Partner

Remedy Partner since: 1997

Product Hame: Apropos Version 4

Product Category: CTI/ACD/IVR

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Company Background

Founded in 1993, Apropos Technology develops and markets enterprise class call center management applications that enhance the value of existing customer communication systems and native front and back office business applications through the seamless management of customer interactions and call center resources across the business enterprise.

During the past six years, Apropos has taken a leadership role in technology and innovation in the enterprise class, call center management, applications solutions market with many industry firsts that provide valued customer relationships.

Headquartered in Oakbrook Terrace, IL, Apropos has delivered more than 100 systems to major Fortune 500 companies around the globe, including 3COM, PepsiCo, Chase Manhattan, Nestle, Pfizer, Southern California Edison, Raytheon, Carlson Wagonlit, Zurich America, Freightliner, and dozens more.

A significant percentage of Apropos' installed base is integrated with Remedy.

Product Positioning

Product Summary

The cornerstone of Apropos'product offering is an integrated total interaction management system that provides call center managers with the level of visibility, control, and decision support not possible with traditional call center products.

Apropos'Version 4 Total Interaction Management (TIM™) system provides an integrated suite of switch-independent call center applications, including softACD (skills routing), intelligent call and message distribution (skills and data directed routing of e-mail, Web and fax), interactive voice response (IVR), sophisticated CTI capabilities, real-time resource management and advanced decision support capabilities all in one open, standards-based Windows NT environment.

Apropos Total Interaction Management capabilities incorporate the most advanced set of tools to manage the notification, alarming and escalation of all types of multimedia interactions into the call center, including live calls, e-mails, web contacts and fax communications, through one business rules driven interface. The system also provides the most comprehensive 'cradle to grave' interaction reporting engine on the market, incorporating data on all interaction types and agent activity through one common interaction base. Interactive and web based reporting capabilities give call center managers easy access and greater visibility into the overall performance of the call center.

Potential Customers

 Apropos is an ideal solution for customers with call centers or customer service centers who are seeking to manage the resources within the call center environment, obtain greater visibility into all center activities, and leverage and maximize their investment in existing technology infrastructure.

Vertical Markets

Apropos serves the following vertical markets:

- Finance and Insurance
- Computer and Electronic Product Manufacturing
- Utilities
- Manufacturing

Aprosos' Integration Summary

Integration details between Apropos and the AR System involve scripting in the Apropos Server to access the Remedy database and OLE or DDE calls at the desktop to invoke the Remedy application.

Consulting Skills

Apropos provides a full deployment methodology (Apropos MethodsTM) and Professional Services team, and also partners with services.

Strategic Positioning

Special Strengths

Apropos considers that the following points differentiate them in the Remedy market:

- Apropos provides an integrated set of call center applications, including softACD, intelligent call distribution, interactive voice response (IVR), intelligent message distribution, call center voice messaging, and fax back capabilities.
- Apropos is a totally switch independent solution and will work with any type of PBX platform, key system, or Centrex switching environment.
- Apropos' new Version 4 Total Interaction
 Management capabilities incorporate the most
 advanced set of tools to manage the notification,
 alarming, and escalation of all types of multimedia
 interactions into and out of the call center.
- Apropos provides the most comprehensive "cradle to grave" interaction reporting engine, incorporating data on all interaction types and agent activity through one common interaction database.
- Apropos has an extremely well defined pre-sales need analysis and post sales delivery methodology, which allows customers to implement sophisticated CTI strategies 60 days ARO.

Selected Customer Projects and References

Customer	Industry	Project Details
Nokia	Communications	Nokia, the world's leading supplier of mobile phones and mobile and fixed telecom networks, utilizes Remedy and Apropos to support an internal helpdesk of 10 agents supporting North America. Integrated with a Northern Telecom switch, Nokia agents are empowered with Apropos' visual queue, gaining visibility into all interactions entering the help desk organization.
Pep Boys	Transportation	Pep Boys, an aftermarket retail and service chain serving all four segments of the automotive aftermarket, is using Apropos and Remedy in several departments including IT Help Desk, Customer Service, and Benefits. Pep Boys is utilizing Apropos for Call Distribution and some IVR on an NEC PBX. They are actively using approximately 40 agents and have a 48 port server.
Infonet	High Technology	Infonet is in the data services industry as a supplier of voice/data circuits to multinational companies such as Union Bank, Nestle, Dailer-Benz, UBS, and Banamex. Their Global Access Customer Center (GACC), headquartered in El Segundo, CA, with European facilities in London and Pacific Rim (Tokyo, Japan) supports 600 clients with 60 agents worldwide. GACC takes 400 – 500 calls daily ranging from circuit order status to outages, with an average hold time objective of less than 30 seconds.

Source: Apropos Technology

Aspect Telecommunications

Product Partner

Remedy Partner since: 1997

Product Hame: Aspect CTI

Product Category: CTI/ACD/IVR

Contact Information

Greg Takizawa Business Alliance Group

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Fax: (408) 325-2260 www.aspect.com

Company Background

Founded in 1985, the company is headquartered in San Jose, CA with offices in major cities around the world. Aspect Telecommunications Corporation (NASDAQ: ASPT) is a leading supplier of customer relationship solutions, which enable companies in a broad array of industries worldwide to provide best-of-class services to their customers. Aspect provides an integrated family of enterprise software application suites, application services and tools, mission-critical platforms and comprehensive professional services.

Product Positioning

Product Summary

Aspect CTI is now bundled with the Aspect Customer Relationship Management Suite and the Aspect Customer Self-Service Suite.

Aspect Telecommunications develops, markets, and supports a complete suite of customer relationship solutions that enables companies in a broad array of

industries worldwide to provide "best-of-class" service to their customers. The company provides an integrated family of enterprise software application suites, application services and tools, mission-critical platforms, and comprehensive professional services. Today, more than 2,300 Aspect solutions are implemented in over 700 companies worldwide.

Potential Customers

As the scope of the Help Desk grows to cover more people, more questions and more functions, many companies are beginning to structure the operation as a customer relationship management center. Aspects wide array of enabling technologies in the field of customer relationship solutions realizes a significantly larger potential customer base than ever before.

Dertical Markets

Aspect CTI software serves the following vertical markets:

- Finance and Insurance
- Professional, Scientific and Technical Services
- Telecommunications
- Computer and Electronic Product Manufacturing

Aspect's Integration Summary

The integration with Aspect's CTI middleware supports Lucent, NorTel, Rockwell and Aspect switches. The integration is done using DDE and Aspect's screen-pop wizard, allowing a Remedy AR System client to synchronize data with the inbound call and perform desktop telephony (soft phone) functions.

Consulting Skills

First Line Support Staff4	0
Escalation 3	0

Strategic Positioning

Special Strengths

Aspect considers that the following points differentiate them in the Remedy market:

- Call Center focus
- Customer satisfaction
- Mission-critical systems
- Open architecture
- Established history of innovation

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Adaptec	Technology	

Source: Aspect Telecommunications

Avesta Technologies

Product Partner

Remedy Partner since: 1998

Product Name: Avesta Trinity

Product Category: Net/Sys/Db Management

Contact Information

Bill Love VP, Channels and Consulting Services

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Company Background

Headquartered in New York City, privately-held Avesta was founded in late 1996 by IT executives from the financial services industry. Avesta Technologies, Inc. is a service level management solutions company that specializes in innovative solutions to help organizations manage and report on the availability and performance of their IT enterprise. Avesta helps organizations with complex and dynamic IT environments such as ISPs, financial institutions, telecommunication and IT service providers cost-effectively deliver on the service level commitments they have made to their internal and external business users, as well as minimize the business risk associated with IT problems.

Avesta's current product offerings fall into the areas of IT Service Management, and Web-based Intranet/Extranet Management.

Product Positioning

Product Summary

Avesta's Trinity product is a comprehensive enterprise service level management solution. Trinity monitors the availability and performance of networks, systems and applications in real-time. Through its dynamic service model, it shows how IT resources work together to support business services. Unlike other solutions that use event correlation rules, Trinity uses a dynamic model to isolate the root cause of problems as they occur. With this information, IT can quickly identify the business groups that are impacted and focus their resources on the most business-critical problems.

Trinity can map real-time IT availability and performance information to the business services and end users that depend upon them. Through its Business Service Views, Trinity enables help desk users to understand the real cause of service disruptions, prior to receiving calls from their end users. Most importantly, help desk users can see which business groups have been impacted by a service outage and can dispatch the appropriate IT personnel to fix the problem. As problems occur, the help desk can proactively manage a problem by posting service outages to a Service Desk web site or by directly contacting end users of major service outages.

Trinity Advantages:

- Trinity can automatically discover network, systems and application IT elements and the service relationships between them.
- By mapping service relationships between IT elements Trinity can diagnose the root cause of IT failures and assess the impact of the failure on the network, systems, applications and business services.
- Trinity allows users to manage and view 'IT services" from their own perspective. It provides:
 1) IT views such as LAN/WAN for networking specialists;
 2) Business service views such as accounting or on-line trading for business groups;
 3) Customer service views such as SAP R/3 for the CIO or their end customers.
- Trinitys IT operations workflow allows organizations to associate policies, documentation, escalation procedures and third party tools with specific IT resources or business application services. IT can prioritize service restoration based on the importance of business processes, end users and services affected.

- Trinity provides customized service level reports which allow users and service providers to analyze, measure and benchmark Service Levels across a range of parameters including outages and impacts of both IT and business services.
- Trinity coexists and complements existing framework products like Tivoli TME or CA Unicenter, providing a layer of service management on top of existing investments.

Potential Customers

Any company with a large, dynamic IT infrastructure and the need to manage availability and performance of networks, systems and/or applications.

Vertical Markets

Avesta Trinity serves the following vertical markets:

- Finance and Insurance
- Public Administration
- Telecommunications

Integration Summary

Enabling a 'smart'help desk. Trinity enables the help desk to be more productive by reducing the number of alarms. Trinity can forward the root cause of service problems to Remedy allowing the help desk to focus on the most important problem and understand the severity of service outages. By understanding the cause of service disruptions and the customers affected, the help desk user can:

- Open one trouble ticket for the root cause problem and dispatch the appropriate IT resource to fix the problem, thus maximizing service uptime.
- Streamline help desk operations by generating one root cause trouble ticket, instead of many trouble tickets (impacts) that are all linked to one root cause problem.

Help desk users can proactively notify their customers to tell them exactly why their service is not working. Being able to see who and what is affected by network problems lets Remedy users speed problem resolution significantly and helps increase user productivity and satisfaction.

Consulting Skills

Remedy Certified Trainer	. 1
User/Admin 1 st Level Certification	. 1

Strategic Positioning

Special Strengths

Avesta considers that the following points differentiate them in the Remedy Market:

- Dynamic real-time modeling of network, systems and applications, and how they work together to provide IT services.
- Rules free event correlation providing root cause IT service impact analysis.
- Significantly reduces the overall number of alarms to be managed by grouping alarms by service disruption and priority.
- Based on this information, Remedy help desks can be proactive about notifying users of service outages.
- Remedy help desks can then dispatch appropriate IT personnel to resolve the problem, maximizing uptime.

Courion Corporation

Product Partner

Remedy Partner since: 1996

Product Name: Password Courier

Product Category: Problem Resolution

Contact Information

16 Tech Circle Natick, MA 01760 Tel: (508) 650-0330 Fax: (508) 650-0001 info@courion.com www.curion.com

Company Background

Courion was founded in 1996 to deliver Support Chain Automation applications to automate the most common IT support problems. The company is recognized as a leading vendor in this market segment focused on optimizing support operations.

Courion delivered Password Courier, the industry's first Intranet support automation application, in 1997. Password Courier was identified as "The Most Innovative IT Support Tool of 1998" by an independent group of IT executives, consultants and market research directors sponsored by Service News.

Courion has leveraged the Support Chain Automation framework of Password Courier to deliver applications to automate additional common IT support problems. ProfileBuilder was delivered in 1998 to automate user profile management, and Courion will be adding other applications to its self-service and support automation suite in 1999. Courion has joint customers with Remedy in the banking, utilities, manufacturing, pharmaceutical, information technology and Internet industries.

Product Positioning

Product Summary

Password Courier is a problem resolution tool that can reduce the number of phone calls to the internal help desk by up to 30%. This solution automates the password reset and/or synchronization process to reduce calls to the help desk, improve service quality and enhance security. End users can reset their own passwords even if they are locked out of their accounts via the Intranet or IVR. Support staff can use Password Courier to automate their activity as well. Password Courier can be configured to automatically log trouble tickets in Remedy's AR System with each password reset attempt. The product automates password reset for Windows NT, NetWare, Unix, mainframes, databases, web servers, the AR System and more.

Potential Customers

Any organization wanting to reduce the number of calls coming into a help desk environment. Password Courier offers an automated way to eliminate requests for password modification or change.

Vertical Markets

Courion serves the following vertical markets:

- Finance and Insurance
- Manufacturing
- Telecommunications
- Professional, Scientific and Technical Services

Integration Summary

Password Courier is integrated with Remedys AR System through the AR System API. Administrators can easily interface Password Courier to input data into every field of any schema via a graphical interface. No special configuration or modification of your AR System implementation is required to integrate Password Courier. Password Courier can reset the AR System password as well as passwords for systems such as Windows NT, NetWare and mainframes.

Complimentary Courion Products

ProfileBuilder

Consulting Skills

Courion provides a full range of implementation services.

Strategic Positioning

Special Strengths

Courion considers that the following points differentiate them in the Remedy market:

Password Courier is fully integrated with the AR
 System to fully configure trouble tickets in even
 the most complex environments.

- Users can reset their passwords themselves without having to call the help desk.
- Password Courier can be used by end users directly from the Windows logon.
- Support staff members can also use Password
 Courier to reset passwords without requiring
 supervisory privileges.
- With a variety of compensating controls such as email and voice mail notification, Password Courier is the most secure password reset solution on the market.

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Boeing	Manufacturing	N/A
Cummins Engine	Manufacturing	20,000+ end users, Windows NT & Mainframe password reset and synchronization. "Password reset requests are the most common problem reported to our support staff and use a great deal of our resources. We needed a flexible solution to automate password reset resolution, while providing a secure and high quality service. Password Courier provides us with an innovative solution to this problem." - David Shouse, Executive Director of Information Services

Source: Courion Corporation

Cross Communications, Inc.

Product Partner

Remedy Partner since: 1995

Product Hame: HipLink

Product Category: Notification

Contact Information

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Downers Grove, IL 60515 Tel: (630) 964-0800

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Company Background

Cross Communications (CCI) is a leading data communications software development corporation. They are headquartered in the United States' Midwest and have a dealer and integrator network that spans the globe. With an international scope and specializing in data communications solutions, CCI established its base through delivering advanced computerized messaging and monitoring solutions for paging networks back in 1991. Today, CCI supports the most advanced data centers around the world with its premier HipLink Production Paging Solution for Unix and Windows Networked Computing environments.

CCI serves network and enterprise management, help desk operations, internet service providers and general field dispatch operations, all with the absolute finest, cost-effective software solutions for advanced messaging and monitoring applications.

Cross Communications has 200 joint customers with Remedy.

Product Positioning

Product Summary

HipLink Driver provides messaging needs for entire networks, including all of the messaging features available in computerized paging today. Cross Communications provide the following products as part of a paging solution for Unix and Windows platforms:

- HipLink Driver provides messaging needs for an entire network including all of the messaging features available in computerized paging today
- HipLink Lite for simple, reliable messaging without all of the advanced features provided in the Driver Package
- HipLink CMS Critical Messaging Solutions adds twoway pager capabilities
- HipLink Monitor includes all of the capabilities of the Driver and CMS as well as three additional functions designed to facilitate complete automated messaging for Unix systems.

Potential Customers

Anyone who needs wireless notification for installed sites. Whether you have five technicians or five hundred, carrying beepers or alphanumeric pagers, HipLink software will link your AR System directly into the paging services broadcast towers, completely automating your messaging needs.

Vertical Markets

HipLink serves all vertical markets.

Integration Summary

HipLink is generally loaded on the same machine as the AR Server, where it can be called directly from filters defined by the AR System administrator. The Server machine must also be the machine that is connected to the modem used to access the paging services. The AR System administrator needs to choose the conditions under which the AR System will send pages and the information to be sent via HipLink. This information can be extracted from one or more AR System forms and used as input options to the HipLink paging software.

Strategic Positioning

Special Strengths

Cross Communications considers that the following points differentiate them in the Remedy market:

- Quality Products
- Professional Resources
- Total Paging Solution
- Features, Functionality and Options
- Price

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Customer name not provided	Banking	The customer required an enterprise-ready
	Danking	solution, that could be implemented nationally and serve the messaging needs of a diverse user community. HipLink was selected because of its price and performance. It supports the direct AR System messaging needs as well as an adhoc web browser messaging solution for the entire enterprise.
Customer name not provided	Insurance	This major insurance company selected HipLink for paging in a UNIX AIX environment in conjunction with a major AR System implementation. HipLink was chosen based on its tight-integration capabilities including key features such as post-processing capability, the option of feeding results back into AR System, and automated escalation.
Customer name not provided	Reseller	This International AR System reseller required a paging solution that supported the messaging requirements of their customer base, and a vendor that could provide professional, international service and support. Because of the complete installation, integration and setup assistance Cross Communications provides to its end users, this customer chose CCI over the more popular paging vendors
Customer name not provided	Health Care	This health care industry customer needed a paging module for AR System that could handle their unique messaging needs. On his system robust and positive messaging is provided on a wide array of wireless devices, including both alpha and numeric only beepers. The results are available to help desk personnel and managers.

Source: Cross Communications

CuraSoft Incorporated

Product Partner

Remedy Partner since: 1997

Product Hame: bV-Lifeline/Dispatch (formerly

CuraMessage),

bV-Lifeline/Response (formerly

CuraResponse)

Product Category: Notification and Response

Contact Information

Sonia Bhanot Director, Channels and Strategic Alliances

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Company Background

CuraSoft has several small and Fortune 500 joint customers with Remedy.

Product Positioning

Product Summary

bV-Lifeline/Dispatch Dispatch (formerly CuraMessage) and bV-Lifeline/Response (formerly CuraResponse) provide an automated solution for event notification and response (ENR). It gives customer service, help desk, and IT managers, state of the art software to implement an enterprise-wide filtering, assignment, notification, escalation and response management solution. bv-Lifeline integration allows users to get the right person for the right job, at the right time - notification can be done via e-mail, alpha-numeric or two-way pager, fax or voice mail.

Potential Customers

Any Remedy customer is a potential bV-Lifeline customer. Any help desk, IT or customer service manager can use bV-Lifeline/Dispatch and bv-Lifeline/Response to effectively manage and deploy their resources by providing an intelligent, rules-based scheduling, notification, and dispatching engine.

Vertical Markets

bV-Lifeline/Dispatch and bv-Lifeline/Response are infrastructure products, and any company with an IT department is a target customer. It includes the following vertical markets:

- Telecommunications
- Finance and Insurance
- Manufacturing
- Health Care and Social Assistance

Integration Summary

Remedy integrates with bv-Lifeline through the use of a filter in the AR System in conjunction with bv-Lifeline to automatically notify people of trouble tickets or any other events created in the AR System. The filter makes a call to the bv-Lifeline/Dispatch Requester (cm_request) and transfers as appropriate. The bv-Lifeline/Dispatch Requester then connects to the Dispatcher, which then takes care of delivering the message using the method defined, and escalating the message if necessary.

Strategic Positioning

Special Strengths

BindView (CuraSoft) considers that the following points differentiate them in the Remedy market:

- Enhances Remedys value proposition by extending the reach of the help desk
- Out-of-the box, plug-and-play solution No programming required
- Seamless integration with Remedy AR System
- Automatically matches problems with IT expertise and availability to find the right person for the right job at the right time
- No on-going maintenance cost and resource drain required as applications are updated

FS Integrators, Inc.

Product Partner

Remedy Partner since: 1994

Product Name: Service Order Module

Product Category: Change Management

Contact Information

Karen Yamamoto Director of Marketing

3250 Ocean Park Blvd. Suite 125 Santa Monica, CA 90405 Tel: (310) 581-3555 Fax: (310) 581-3559 info@fsii.com

Company Background

Founded in 1993, FS Integrators' (FSI) mission is to successfully deliver quality AR System specific solutions to our clients nationally. We achieve this through consulting, integration, and software products.

FSI provides full consulting and integration services, including assessments, analysis, design, development, implementation, integration and maintenance of custom applications; as well as modification, enhancement and integration of existing applications. FSI is a Remedy Channel Partner - Systems Integrator.

FSI's software products are a result of our consulting experience and are developed to help speed the implementation process while reducing costs for our clients. In addition to the Service Order Module, FSI has three other products for AR System:

- ActionProject Manager our turnkey project management application is currently in the process of becoming a partner product
- Push Technology tools for accessing the API without C programming
- Elapsed Time Procedure tracking elapsed time between events

FS Integrators client base is 100% Remedy users.

Product Positioning

Product Summary

The Service Order Module is an application running within the Remedy AR System enabling easy management of complex, multi-task requests. Features include the following:

- Integrates easily into any new or existing AR System form
- Predefine multi-task requests and the ability to add tasks "on-the-fly"
- Unlimited number of service orders and tasks
- Predecessor and successor relationships
- True parent, child and grandchild tasks
- User Tool maintains service order and task definitions

Potential Customers

Potential customers include those needing the functionality to create and maintain complex, multi-task workflow using the AR User Tool.

Vertical Markets

The Service Order Module is designed to be used in AR System applications across all industries. Vertical markets include:

- Telecommunications
- Computer and Electronic Product Manufacturing
- Manufacturing
- Finance and Insurance

Public Administration and Healthcare are two other markets that FSI has experience with.

Integration Summary

The integration of Service Order Module with the AR System expands functionality to create and maintain complex, multi-task workflow using the User Tool. The Service Order Module includes "template" forms for predefined Service Orders, tasks, and relationships. It is installed on the AR System server and can support any number of AR System applications on that server.

Consulting Skills

Remedy Approved ConsultantsYe	s
First Line Support Staff Ye	s
Remedy Developers & Project Managers Ye	es.

Strategic Positioning

Special Strengths

FSI believes that the following points differentiate us in the Remedy market:

- Unique software products resulting from consulting experience and developed to help speed implementation while reducing costs for clients.
- Focus on the AR System brings in-depth of knowledge and experience to projects.
- Proven methodology for delivering a successful project implementation.
- Dedicated project team backed by a central development staff brings a broad base of expertise and resources to every project.
- Focus on delivering a successful and complete quality implementation on time and on budget.

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
American Honda Corp.	Manufacturing	Designed, developed and implemented a custom problem management application to address Honda's specific requirements. Currently in design and development of an asset and cost tracking system for budget management. FSI has been nominated for Honda's Premiere Partner Award.

Source: FS Integrators, Inc.

IET-Intelligent Electronics

Product Partner

Remedy Partner since:

1996

Product Name:

W-6 Service Scheduler

Product Category:

Workforce Management

Contact Information

Christine Westin Partner Marketing

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Company Background

IET - Intelligent Electronics is a service industry leader that enables organizations to optimize response time and ensure quality customer service, while maintaining a high level of resource utilization.

IET markets and develops best-in-class scheduling and planning solutions for service-driven enterprises and is a pioneer in the field of service-chain optimization. IET's flagship product, W-6 Service Scheduler, is an intelligent, multi-tier distributed application used to schedule human resources. It is web-enabled and is used to optimize the allocation of service personnel to customer service requests. With its built-in interfacing functionality, W-6 Service Scheduler can be integrated with any service management system.

Product Positioning

Product Summary

IET's W-6 Service Scheduler version 6.0 features an advanced, component-based, highly concurrent architecture that supports the scheduling needs of the largest service organizations, dramatically increasing flexibility and scalability. Based on Microsoft Component Object Model (COM) architecture, the W-6 Service Scheduler enables hundreds of concurrent schedulers to handle well over half a million service requests.

Vertical Markets

W-6 Service Scheduler serves the following vertical markets:

- Telecommunications
- Utility
- Computer and Electronic Product Manufacturing
- Health Care and Social Assistance

Integration Summary

The W-6 Service Scheduler/Remedy interface makes it possible for customer service requests to be sent in real-time to W-6 Service Scheduler via the W-6 Service Scheduler Business Application Programming Interface. W-6 Service Scheduler then automatically schedules the customer service requests according to customer-definable criteria, such as obligation, product type, skill level, travel time, availability, parts availability, etc. The schedule information is then updated in the Remedy AR System for dispatch to the field engineers.

Strategic Positioning

Special Strengths

IET considers that the following points differentiate them in the Remedy market:

- Scheduling according to their business rules
- Rescheduling according to user-defined rules and objectives
- Dynamically changing scheduling criteria according to changing business needs
- Accessing a wide range of scheduling information

Selected Customer Projects and References

Customer	Industry	Project Details
Bell Atlantic	Telecommunications	Bell Atlantic Communications and Construction Services, Inc. implemented W-6 Service Scheduler for multi-state deployment, resulting in an efficient allocation, scheduling and dispatch of its field force.

Source: IET - Intelligent Electronic

Inference Corporation

Product Partner

Remedy Partner since: 1995

Product Hame: CBR2 Casepoint

Product Category Problem Resolution Aid

Contact Information

Field Marketing

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Company Background

Inference Corporation provides software and services for customer self-service across the web and the contact center. Inference's CBR2 Casepoint product suite is the first customer relationship management software that provides conversation-based knowledge-driven answers and solutions to customers across the entire customer contact center, including the call center, the web, e-mail, interactive voice response and chat.

Inference has granted licenses for its products to over 500 customers for use by more than 500,000 end users in over 32 countries. Customers include American Century Investments, AOL, British Telecom, BUPA, Chrysler Corporation, Dell, Gateway Computers, GTE Communications, Halifax Direct, Lexmark, LucasArts Entertainment LLC, Peoplesoft, Rabobank Nederland, Reynolds & Reynolds, and US West.

Inference has more than 20 joint customers with Remedy.

Product Positioning

Product Summary

In a help desk environment, the two most important challenges are tracking all of the incoming calls so nothing gets over-looked, and answering the questions and resolving the problems. A clear trend for most help desks is the constantly increasing range of questions being directed to the help desk. However, it is not possible for help desk personnel to be experts in all subjects. Consequently, the interest in using "problem" resolution aid" technologies, which guide a help desk agent through a variety of on-line information to a particular solution, continues to grow. CBR2 is a family of products that has been built to index and retrieve unstructured information concerning a wide variety of desktop applications. CasePoint is the CBR2 searchonly application that can be used to quickly access the information held within a case base. CasePoint is designed to be a "small footprint" application requiring few system resources, yet still performing quickly. Typing in a query or the symptoms of a problem causes CasePoint to immediately search its case base of known information consisting of on-line documents and examples (the cases) of previous experience. CasePoint presents a list of related questions to help narrow the search and ensure that the final result is the closest match to your requirements. This interactive promptand-response technology can make novices seem like experts with little or no training, and can provide experts with fast access to information they may know exists, but are unsure where it resides.

Vertical Markets

CBR2 Casepoint serves the following vertical market(s):

- Finance and Insurance
- Computer and Electronic Product Manufacturing
- Telecommunications
- Utilities

Healthcare and Manufacturing are two additional markets that Inference is focused on.

Integration Summary

CBR2 Casepoint functionality is made available to a help desk agent by adding a field and some Active Links to the standard problem-tracking template that the help desk uses. An Active Link button starts the CBR2 Casepoint application and initiates a case base search. Some initial information can be passed to CBR2 Casepoint to initiate the solution search. For example, the name of the case base to be used is passed, since

CBR2 Casepoint searches only one case base at a time. A general description of the problem is also passed, which CBR2 Casepoint will use to perform an initial search of the case base. Starting CBR2 Casepoint and passing search parameters is achieved using the Windows DDE service.

Strategic Positioning

Special Strengths

Inference considers that the following points differentiate them in the Remedy market:

- CBR2 Casepoint is knowledge-based commerce the knowledge of a company's best sales and service representatives captured in a comprehensive knowledge base to ensure that customers get the highest quality of service no matter how they contact you.
- CBR2 Casepoint is conversational access not a search engine that just delivers lists of documents -CBR2 Casepoint enables a conversational exchange with a customer - a Q and A - to answer questions the way customers expect to get answers.
- CBR2 Casepoint is the only application of its kind that delivers this conversation through the entire contact center – call center, web, e-mail, IVR and chat – so that customers get the same high quality and consistency no matter which touchpoint they choose.

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Software Company	Technology	Inferences solution helped the client to: 1) offer 24 X 7 Global self-service support, 2) avoid hiring 11 additional customer support reps, and 3) save \$500M in support costs
Bank	Financial Services	Inferences customer care solution helped the bank to: 1) reduce service rep training time from 1 year to 6 weeks, and 2) freed up policymakers to determine policy rather than answer routine questions
Personal Communications Company	Telecommunications	Inferences customer care solution helped the customer to: 1) save \$121.5 Million in the first year of implementation, 2) raise call resolution rates by 81%, and 3) double the their market share
Electric Power Company	Utility	Inferences customer care solution helped this client to: 1) dramatically cut the number of referrals and repeat calls, and 2) keep up with increased call volume through company growth.

Source: Inference Corporation

Information Advantage, Corp.

Product Partner

Remedy Partner since: 1997

Product Name: MyEureka! For Remedy

Product Category: Report Writer

Contact Information

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Company Background

Information Advantage is a leading provider of enterprise business intelligence solutions. Established in 1991, the company has grown substantially over the years with over 300,000 customers worldwide. In 1998, Information Advantage and IQ Software merged to form the team that provides the most complete and scalable business intelligence solutions.

IQ Software has more than 50 joint customers with Remedy.

Product Positioning

Product Summary

Information Advantage provides enterprise-wide reporting and information transformation tools. Graphical interface allows non-programmers to create and distribute reports on their own. Reports may be requested and delivered via the Web as well as e-mail. MyEureka! can rapidly report key information from Remedy that other reporting tools may have challenges with. This enables MyEureka!/Remedy customers to quickly and easily deploy Service Level Reporting systems based on Remedy's AR System information. This, in turn, leads to better enterprise-wide use of the AR System environment and information, reduces call resolution times, call backlogs, etc.

Potential Customers

Organizations looking to more effectively measure help desk performance, track project status and more effectively monitor change management tasks can look to Information Advantage to provide those services.

Vertical Markets

MyEureka! serves the following vertical market(s):

- Telecomunications
- Retail Trade
- Finance and Insurance
- Public Administration

Integration Summary

MyEureka! is a multi-tiered report distribution system, as well as providing end-user analysis functionality. With built-in support for AR Systems date/time and diary fields it is the only truly native reporting solution for AR System data.

Consulting Skills

Information Advantage staffs a full-time consulting team to assist our customers by getting their reporting solution up and running as quickly as possible. We offer both on-site and in-house training with a variety of courses depending on the needs of the enterprise.

Strategic Positioning

Special Strengths

Information Advantage considers that the following points differentiate them in the Remedy market:

- Built-in support for date/time fields
- Built-in support for diary fields
- End-user report design interface
- · Automated report delivery via the web
- Scalable functionality for a variety of user needs

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Bell South Mobility	Telecommunication	Use MyEureka! (IQ/Objects) to report on test data on communication networks.
HomePlace	Retail Trade	Use MyEureka! to measure help desk performance and make informed decisions on training and resource requirements.
Los Alamos National Labs	Federal	MyEureka! is a critical component in measuring help desk performance. Data is distributed via the web.

Source: Information Advantage

Intel Software, Inc.

Product Partner

Remedy Partner since: 1998

Product Hame: NetXS

Product Category: AR Utilities

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Additional Offices:

Research and Development 85 Rangeway Road Billerica, MA 01862 Tel #: (978) 667-5555 Fax # (978) 667-5575

Company Background

InteQ is the pioneering leader in IT management and support solutions for enterprises that are seeking to deliver new levels of service and performance from their IT infrastructure while maintaining or reducing its costs. Our solutions focus on both key areas: Enterprise Service Management and Enterprise Technology Management.

InteQ entered into a partnership with Remedy in 1995. Today, the company is a Remedy VAR as well as a Product Partner. InteQ is committed to providing the services necessary to assist customers in the successful end-to-end deployment of Remedy solutions.

In 1998, InteQ spun off a software group and extended its relationship with Remedy by becoming a Remedy Product Partner. InteQ Software enhances Remedy AR System web capabilities with NetXS Java Client and NetXS Development Toolkit to integrate Remedy functionalities with any e-commerce or self-service web applications. InteQ Software will soon be releasing AR-Rhythm to help customers with change, configuration and data management of Remedy environments. InteQ is committed to providing high quality solutions and products for Remedy customers in the future.

Employees

InteQ is committed to customer satisfaction. To ensure customer satisfaction, InteQ employs high quality developers and consultants with various areas of expertise. As a team, their employees partner with their customers to define critical business processes and apply appropriate technologies that deliver timely and effective solutions.

InteQ has a staff of 32 developers and consultants in the United States and abroad focused on delivering Remedy solutions and services.

Product Positioning

Product Summary

NetXS is a 100% pure Java web solution for the Remedy AR System. Key benefits include a customizable client front-end that enables companies to deploy their Remedy applications on the Web. NetXS is ideal for self-service, help desk and other similar applications. Customization is easy and does not require time consuming CGI programming or Java scripting. NetXS supports all the back-end workflow without modification. NetXS is extremely web-centric, users do not require training on the underlying workflow applications and, in fact, the back-end become invisible to the user.

Additionally, the companion NetXS Integration Toolkit is available to allow the NetXS client to exchange data with any other system on the LAN/Intranet/Internet via a custom applet.

Potential Customers

- Companies who are looking to reduce the cost and time needed to support employees, partners and customers by extending AR System workflow applications to the web without losing any functionality.
- Companies who are looking for an easy to use, online self-service interface to their Service Desk.
- Companies who want to easily customize the web presentation for different audiences or applications.

Typically customers who fit this profile are large Telcos, ISPs, Financial Services and companies providing outsourcing services. However, any application that spans multiple locations and countries can benefit from NetXS.

Vertical Markets

NetXS serves the following vertical market(s):

- Telecommunications
- Professional, Scientific, and Technical Service
- Finance and Insurance
- Other Enterprise deployments of AR Applications

Integration Summary

NetXS communicates with the AR System through the Remedy API. NetXS resides on a Windows NT or Solaris server that is also running a web server. The NetXS client applet is embedded into an HTML page which users can customize as required. The applet is launched when users access the HTML page via a web browser. The NetXS applet communicates with the NetXS Server using RMI calls and allows the user to perform all the major AR System functions with no client installation. Access to an AR System application is available via the NetXS User Client to any authorized AR System user who, in addition, has access to the web server.

Out of the box, NetXS 2.0 gives a choice of three deployment scenarios – Power Users, self-service and help desk. It can, however, be easily customized for any other type of application.

Consulting Skills

First Line Support Staff	2
Remedy Approved Consultants	1
Business Consultants	2
Project Managers	2
Solutions Architects	4
Technical Consultants	8
Application Developers	12
Sales and Support	2
Total Remedy Staff	32

Strategic Positioning

Special Strengths

InteQ considers that the following points differentiate them in the Remedy market:

- Core competency in Java and web deployment
- Extensive background in Remedy application development enables InteQ to provide an end-toend, customer-focused solution
- Availability of Integration Toolkit extends capability by offering data integration with external systems and data sources over the web, LAN or WAN
- Ability to provide customized and unique solutions based on end user requirements

Selected Eustomer Projects and References

Customer	Industry	Project Details
Global Bank	Financial	Global Help Desk consolidation and rollout. Rollout to 6 countries and potentially 75,000 users. Business objective is to 'access help desk anywhere, from any desk". Needed a flexible, user friendly, robust and scalable solution.
National ISP	Communications	Self-service and self-maintenance project for home users of broadband services. Requirements are a slick browser-based user interface connecting to a sophisticated workflow engine made completely transparent to the home user.
Large Food Company	Manufacturing	Company-wide initiative for all 4,000 employees to submit service requests over the web. Deploying NetXS in conjunction with the Integration Toolkit, front-end web pages enable users to navigate to the appropriate form without a login prompt.
Global Telecommunications Company	Telecommunications	Using NetXS as a front-end for their largest customers who require access to many of the companys databases. Also plan to use NetXS to roll out to suppliers for change management and trouble ticketing. Lastly requires system integration with event alerts over the web and will use the Integration Toolkit to supply this functionality.

Source: Inteq

International Hetwork Services

Product Partner

Remedy Partner since:

1998

Product Name:

VitalHelp

Product Category:

Net/Sys/Db Management

Contact Information

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Company Background

INSoft (formerly VitalSigns Software), the software division of International Network Services (INS), provides enterprise management solutions that allow IT organizations to manage their network infrastructure—and the applications that flow across that infrastructure—to ensure optimum performance and maximum user productivity.

INS has multiple joint customers with Remedy.

Product Positioning

Product Summary

With VitalHelp, help desk professionals can gain visibility into their end-users world from anywhere in the network. This critical visibility allows help desks to identify and proactively address events that impact their users. If problems need to be elevated, VitalHelp allows event reports to be automatically generated and forwarded to Remedy's AR System for further action.

VitalHelp can be fully integrated into Remedy's trouble ticketing system to provide a single interface for detecting, reporting and tracking network and application events. Full integration simplifies network monitoring chores while enhancing troubleshooting and diagnostic capabilities, offering the best of both worlds.

Potential Customers

Help Desks, Network Operation Centers, Technical Support, IT organizations

Vertical Markets

VitalHelp is targeted at any organization that supports large numbers of users in an enterprise network environment. Any business with a help desk or network operations center can benefit from VitalHelps real-time network and application performance management capabilities.

Integration Summary

VitalHelp is fully integrated with Remedy AR System, automatically generating trouble tickets for detected events to ensure nothing slips through the cracks. The trouble ticket includes details about the event, including the time it occurred, the probable cause, who was affected, and a recommended solution. If front-line Help Desk staff cart solve the problem, second-level support receives a complete description of the problem so the troubleshooting effort doesn't start all over again.

Strategic Positioning

Special Strengths

VitalSigns considers that the following points differentiate them in the Remedy market:

- Real-time network and application performance problem reporting from the users perspective
- Single interface for reporting the severity and location of events occurring in the enterprise
- Correlation feature automatically detects problems related to a common cause, enabling the help desk to correct the problem and not the symptoms
- VitalAgent on the desktop reports events as experienced by the end user, providing unprecedented visibility into the desktop
- VitalHelp Remote feature enables Help Desk operators to perform diagnostic tests on remote desktops to see what the user sees.

IT Masters

Product Partner

Remedy Partner since:

Product Name: MasterDocumenter

1998

Product Category: AR Utilities

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Company Background

IT Masters is a company specializing in IT Enterprise Management, covering the operational side with the IBM/Tivoli, BMC Patrol and MasterCell suite of products and the administrative side-help desk, Asset&Change mgt, SLA- with Remedy. The group is present in 8 countries and provides for consultancy, education, distribution and development.

In 1997, IT Masters had worldwide revenues of \$ 6.5 million. IT Masters has now over 80 employees worldwide, mastering 8 different languages. Operating in the USA and the major European countries, IT Masters is the ideal solutions provider for multinationals and international institutions.

IT Masters has 50 joint customers with Remedy.

Product Positioning

Product Summary

MasterDocumenter for the AR System allows you to document, search and navigate workflow items and forms in your AR System environment.

MasterDocumenter complements the AR System by adding the following features:

- Produce summary and detailed paper documentation for any AR System application in Microsoft® Word 97 format.
- Search and navigate your AR System application using extensive cross-references between fields, active links, filters, escalations, join forms, join criteria and menus. The navigation interface is similar to the AR System Admin Tool.
- Edit macros with an intuitive graphical, contextsensitive macro editor.

MasterDocumenter is an inestimable help in your development process. MasterDocumenter can cut development times by as much as 50%. Faultfinding is made easier and the produced output is an important added value for project documentation.

Potential Customers

All Remedy users and Remedy consultants.

Vertical Markets

MasterDocumenter serves all vertical markets.

Consulting Skills

Remedy Approved Consultants	8
Remedy Consultants	3
First Line Support Staff	2
Remedy Certified Training Staff	3
Project Managers	8

Strategic Positioning

Special Strengths

IT Masters considers that the following points differentiate them in the Remedy market:

- Practically every consultant is Remedy Approved Consutant (RAC). Others will be approved in the near future.
- High technical skills including several years of Enterprise Management, Database Management, User Interface building in both Motif and Windows environments, Project Management and mastering of Remedy APIs.
- Several Remedy trainers with long time training experience.
- The need to provide our customers with high quality and up to date documentation, as well as the constant trend to higher productivity lead IT Masters consultants and developers design and build MasterDocumenter.
- Living in a Multi-language environment makes IT Masters consultants particularly apt to develop applications in such an environment.

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Ericsson	Telecom	
Merryll Lynch	Financial	
Bacob Bank	Banking	
S.H.A.P.E. (NATO)	Defense	

Source: IT Masters

Janus Technologies

Product Partner

Remedy Partner since: 1998

Product Hame: Argis®

Product Category: Asset/Inventory Management

Contact Information

Kathy Shoop VP Marketing

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Company Background

Janus Technologies, Inc., developer of the Argis® IT asset management repository, is the recognized leader in providing IT solutions that enable organizations to significantly reduce the cost of owning their IT assets.

Janus Technologies'principal focus is to provide corporations with the necessary asset management tools that will enable them to save between 5% and 35% of their IT costs, which Gartner Group reports is possible by implementing a focused asset management initiative. Janus achieves this by listening to and implementing customer requests, leading the industry by utilizing and developing new technology, continuing to add new, talented individuals to the Janus, and most importantly, consistently serving our customers in any capacity that will improve the quality and efficiency of their performance.

Janus'rapidly growing customer list consists of over 120 companies in such diverse industries as banking, insurance, pharmaceuticals, oil, manufacturing, retail, chemical, and information technology. Janus Technologies, Inc. is headquartered in Pittsburgh, PA, with representation in Australia, France, Italy, the UK, and the Netherlands.

Janus has 8 joint customers with Remedy.

Product Positioning

Product Summary

Argis® is an IT asset management repository that helps reduce the cost of owning IT assets through cost, contract, and inventory management. It is designed to help an organization manage any hardware, software, and other technology that is owned, leased, or licensed.

Four add-on modules – ArgisChange™, ArgisReceive™, ArgisRequest™, and ArgisReconcile™ powered by Fortress Technologies – expand the capabilities of Argis to provide a comprehensive full-suite asset management solution. ArgisChange records information on moves, adds, and changes made to assets and updates the Argis database automatically. ArgisReceive captures information about assets upon their delivery. ArgisRequest integrates the requisition process with the Argis database to capture ownership information at the beginning of the asset life cycle. ArgisReconcile selectively reconciles information from the auto-discovery process with the asset repository. The ArgisConnect® API facilitates information exchange between Argis and other applications.

Argis provides interfaces to best-of-breed help desk and inventory/discovery tools, including AR System by Remedy Corporation. Argis provides strong reporting capabilities using Crystal Reports™ as its reporting utility and has over 200 reports that can be customized by the user.

Potential Customers

IT professionals who are responsible for making financial decisions about their organization's IT assets

Integration Summary

Janus provides an 'but-the-box" integration solution. The setup process creates all the workflow and form definitions necessary for a successful integration with the AR System. The interface is a form that accesses the live production Argis database. It is distributed as a Remedy form definition file generated by the export function of the Remedy Administrator's Tool.

Help desk staff can query the Argis database from within the AR System by user name, external tag number, or serial number. They can then view Argis information to quickly determine how the asset was originally configured and identify its warranty information. The information retrieved from Argis includes user contact information, acquisition information, generic and specific hardware components, software installed, legal information, and cost information.

Strategic Positioning

Special Strengths

Argis manages the ownership of assets throughout their entire life cycle by:

- Tracking complete financial information
- Providing leasing management
- Managing software licensing
- Providing vendor management
- Managing inventory

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Computer Sciences Corporation (CSC)	Technology Outsourcing	The depth of information Argis tracks is amazing, "says Al Lessig, manager of Mainframe Software Assets for CSC. Every time we show somebody Argis they'e astounded."CSC was searching for a way to better manage the more than 5,000 mainframe software assets used by their U.S. Technology Management Group. They needed to effectively manage the financial, contractual and technical aspects of the company's software assets. Using Argis to verify invoices now saves the company an average of \$100,000 annually.
Kellogg Company	Manufacturing	Kellogg Company, the worlds leading producer of ready-to-eat cereal, uses Argis to manage and track the software that they warehouse, copy, license, and distribute to their facilities in 22 countries. We based our decision on the simplicity and functionality of Argis, "says Curtis Leip, manager of Kelloggs Configuration Management Group. Argis helps Kellogg reduce costs by tracking who within the corporation receives software and how they use it, and by providing reports and preparing budgets at Kellogg.

Source: Janus Technologies, Inc.

Knowlix Corporation

Product Partner

Remedy Partner since:

1998

Product Name:

iKnow™

Product Category:

Problem Resolution Aids

Contact Information

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Company Background

Knowlix makes powerful yet affordable knowledge management tools for internal help desks that fit seamlessly within the existing workflow. Built on mature technology, iKnow software delivers fast access to relevant knowledge within the Remedy AR System.

Knowlix Corporation makes powerful and cost-effective knowledge tools that address the efficiency concerns of corporate help desks. iKnow software lets users: decrease call times by getting technicians to the right answer faster; decrease call escalation by pushing knowledge and expertise to the front line; decrease call volume by enabling knowledge to be accessed via Internet, Intranet, CD or LAN; increase response consistency by giving the entire team access to the same information the minute its available; and decrease training time by letting managers teach technicians from accurate FAQs generated from the iKnow system.

Knowlix has 25 joint customers with Remedy.

Product Positioning

Product Summary

Knowlix flagship product, *iKnow* software enables technicians to rapidly search multiple knowledgebases simultaneously and receive relevant-ranked results. Because *iKnow* software seamlessly integrates with leading support management tools, users can find a solution and deliver it to a customer without leaving the workflow. And the enhanced relevancy ranking within the *iKnow* product is fed by daily usage of the system.

iKnow, has the following feature points:

- Searches and captures knowledge as part of the support management workflow
- Easy Capture when problems are resolved, easily capture that knowledge and submit it immediately to the knowledgebase
- Natural language searching with automatic thesaurus expansion of keywords into synonyms, inflections, acronyms, and singular or plural forms
- · Searches multiple knowledgebases simultaneously
- Integrates with AR System to perform an autosearch in Problem Description, find the solution and post it back to the AR System.
- Knowledge Metrics iKnow tracks searches and answers used, increasing the relevancy ranking of frequently used solutions
- a Thesaurus that can be edited and extended onthe-fly for adding company and industry-specific acronyms and terms
- Integrated web searching for extending exhausted local searches to the Internet
- Integrated email and faxfor quick responses of a found solution

Potential Customers

Knowlix software is designed primarily for internal IT help desks. Companies that use Knowlix products to capture, author, edit and publish support knowledge, can dramatically reduce average call times, eliminate many first time calls, and decrease expensive call escalations.

Integration Summary

The integration point between iKnow software and the AR System occurs at the data entry field level. The data entry fields are grouped into a form. Using the AR System Administrator's tool, you select the form and field(s) to configure for communicating with iKnow. This is done using Active Links. Active Links represent actions that a field may take upon being edited. You may alter an existing Active Link or create a new one to configure the integration. The iKnow requires the use of the DDE style of action to make the AR System send field contents to the iKnow program for searching or creating new knowledge entries.

Complimentary Knowlix Products

iKnowAuthor™ Software; iKnowWeb™ Software; iKnowBuilder™ Software

Strategic Positioning

Special Strengths

Knowlix considers that the following points differentiate them in the Remedy market:

- Integrate seamlessly with the AR System so support technicians can quickly find answers to support questions without having to interrupt their workflow.
- Access multiple knowledgebases simultaneously, regardless of where the content resides, and receive a single relevancy ranked hit list.
- Build usable knowledgebases easily from legacy data in a multitude of file formats and quickly capture new knowledge real time, within the workflow.
- Distribute support knowledge to customers and end users via Internet, Intranet, CD or LAN.
- Measure knowledge usage over time and improve continually improve the accuracy of searching and easily generate relevant FAQs.

Exhibit 1

Selected Customer Projects and References

Customer	industry	Project Details
Autodesk, Inc.	Computer Technology	When Autodesk decided to move its help desk from California to New Hampshire without relocating any of its employees, the support team chose Knowlix products to help them capture and document their support knowledge. They used this tool to get the NH team up to speed fast.
Franklin Covey	Time Management	Franklin faced long call times each time a new employee joined the group because that new individual was asking questions of the experienced technicians. Knowlix helped spread the expertise around, shortening call length and training time.
Lockheed Martin	Aerospace	Lockheed Martin was experiencing a large increase in call volume and had to give end users another alternative to calling into the help desk. They chose Knowlix for a self-help solution over the company's Intranet.

Source: Knowlik Corporation

Logica Advantage*kbs*

Product Partner

Remedy Partner since:

1996

Product Name:

IQSupport Pro

Product Category:

Problem Resolution Aids

Contact Information

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Company Background

Logica Advantagekbs was founded in 1988 and is a recognized leader in problem resolution software for help desk, call center and customer service operations. Its product line, the IQSupport Application Suite, supports the Integrated Service Chain, which is designed to distribute knowledge and solve problems at the earliest stage. The companys products and services are used by leaders in support, including Philips Consumer Communication, Bell Atlantic Mobile and Pacific Bell Internet Services.

Logica Advantagekbs is a division of Logica. With its North American headquarters in Lexington, MA, Logica has over 850 staff based in 15 offices. Logica plc is a \$790 million company, founded in London in 1969, with offices in 23 countries and almost 8,000 employees worldwide.

Logica Advantagekbs has 20 joint customers with Remedy.

Product Positioning

Product Summary

IQSupport Pro is problem resolution software designed to provide support representatives and help desk staff with all of the information they need to solve problems. IQSupport Pro employs expert system technology to make the organization's troubleshooting expertise readily accessible to all help desk staff. IQSupport Pro also runs KnowledgeBroker's KnowledgeBases, which provide comprehensive knowledge bases for desktop software packages, complete with troubleshooting information and online manuals. IQSupport Pro is designed to provide problem-solving advice to novices, and experienced support professionals alike. IQSupport Pro guides customer support representatives through the problem-solving process using a graphical user interface featuring point-and-click operation.

Potential Customers

Logica Advantagekbs considers all corporate help desk and customer support organizations in need of providing efficient troubleshooting capabilities to their support reps and customers.

Vertical Markets

IQSupport Pro can serve any vertical market including:

- Telecommunications
- Computer and Electronic Product Manufacturing
- · Health Care and Social Assistance

Integration Summary

The AR System "HD-Help desk" template has been enhanced to enable quick access to IQSupport Pro. From within the AR System service request, support personnel launch IQSupport Pro to perform diagnostic troubleshooting. When IQSupport Pro is launched, information about the problem is passed from the service request to IQSupport Pro. This integration is accomplished using Active Links and DDE requests on the PC client.

Strategic Positioning

Special Strengths

Logica Advantage*kbs* considers that the following points differentiate them in the Remedy market:

- The IQSupport Application Suite of products provides an easy to use, flexible solution that supports an 'Integrated Service Chain'.
- Integration with Remedys AR System allows for seamless transfer of troubleshooting information between the two products
- The IQSupport Application Suite provides an easy to use, flexible solution, which adapts to all levels of users and all organization sizes.
- The IQSupport Application Suite provides access to pre-packaged knowledge bases.
- Global support capability which permits a problem resolution session to be conducted and stored in one language and retrieved in another.

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Matrix Computing Solutions Inc.	Software	This software company needed to have the ability to create custom content. They use the IQSupport Application Suite to handle the outsourced help desk of one of their clients as well as their own help desk
	Government	This company needed to improve problem resolution capabilities for their internal help desk. Logica Advantagekbs was chosen for our problem resolution capabilities and our tight integration with Remedy
Allied Signal	Manufacturing	This company needed to improve problem resolution capabilities for their internal help desk. Logica Advantagekbs was chosen for our problem resolution capabilities and our tight integration with Remedy

Source: Logica Advantagekbs

Motive Communications, Inc.

Product Partner

Remedy Partner since: 1998

Product Hame: Motive System

Product Category: Problem Resolution Aids

Contact Information

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Company Background

Motive Communications was founded in Austin, Texas in May 1997 with a seasoned management team and a vision for creating a new generation of software and services that leverage the Internet to transform the delivery of high-tech support. During the company's short tenure, this combination of talent and inspiration has made Motive's support chain automation solution, Motive Duet, the emerging industry standard for electronic technical support delivery.

Motive has 1 joint customer with Remedy.

Product Positioning

Product Summary

The Motive System automates the support delivery processes that involve support personnel. These processes include:

- Triage The act of initial categorization and identification of the problem
- Diagnoses and Investigation The process of analyzing the incident for the cause of the problem
- Resolution and Repair The process of repairing the fault causing the problem

This capability, called Automated Service, dramatically saves time for all parties involved in the support delivery process, including customers and service partners. By leveraging the Internet's rich, two-way communication capabilities, the Motive System replaces inefficient, verbal telephone conversations between people with automated, digital operations between linked computer systems.

The Motive Assistant provides a lightweight user interface for entering support requests and performing system diagnostics. Diagnostic and contact information from this support request is then forwarded to the Motive System Server where it is automatically routed, assigned a severity level, and entered as a trouble ticket in the Remedy AR System. Support engineers are empowered by the Motive Support Desktop to analyze this diagnostic data, request additional diagnostic data, and/or publish web-based Active Content. Active Content consists of a searchable set of web-based documents that include support notes stating problems and solutions, FAQs listing frequently asked questions and answers, and alerts providing urgent messages on significant issues.

Vertical Markets

Motive System serves the following vertical market(s):

- Professional, Scientific and Technical Services
- Computer and Electronic Product Manufacturing
- Telecommunications

Integration Summary

The Duet Integration Server is the 'Information bridge" between the Motive Duet and the Remedy AR System. Built by Motive with substantial technical assistance from Remedy, the Integration Server provides the following capabilities out of the box:

- Transparent exchange of administrative information— Duet harvests data directly from a users computer, and through the Motive Integration Server, automatically connects it to the support centers existing customer database records in Remedy. By integrating live customer data from its point of origin, Motive leverages and extends the Remedy AR System into a collaborative extranet environment.
- Direct GUI integration— If a support analyst wishes
 to perform detailed diagnostics or investigation on a
 current support incident, he or she can launch
 Motives diagnostic environment directly from the
 Remedy GUI to capture live data from a
 customer/end-users running system. By automating
 this step, the problem of information loss is severely
 reduced. In addition, the morale of support analysts
 is improved because a time-consuming step is
 eliminated.

Because the systems are integrated from a workflow perspective, a single set of service and support policies can be applied consistently across both systems without having to maintain them separately.

Strategic Positioning

Special Strengths

Motive considers that the following points differentiate them in the Remedy market:

- · Automation of the Support Chain
- Diagnostics
- Motives ActiveLink Content Library
- Improve Efficiency in Delivering Technical Support
- Reduction in the "Total Cost of Ownership"

Exhibit 1

Selected Customer Projects and References

Industry	Project Details
Service Provider	Pilot Project is work in progress.

Source: Motive Communications Inc.

Havara

Product Partner

Remedy Partner since: 1999

Product Hame: Circadia®

Product Category: Mobile Computing

Contact Information

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Company Background

Navara was established in April 1998. The headquarters are in Shannon, Ireland and subsidiaries in Dortmund, Germany and Atlanta, GA. Navara currently employs over 35 people and is a member of the Materna Group, an internationally known and respected provider of IT Solutions, Services and Applications.

NavaraSoft Ltd. has 4 joint customers with Remedy.

Product Positioning

Product Summary

Circadia® extends the AR System to the mobile workforce. The Application Adapter technology is designed to allow customers using the AR system to package and distribute critical "decision data" to their mobile workforce by using dial-up communications, or by attaching directly to their network. Data can have the same look & feel of the AR system screens or can be customized into customer-focused mobile applications.

Potential Customers

Circadia® answers the demand from companies that need to 'mobilize" their AR System software applications to their mobile workforce (i.e. customer service, technical support and sales team).

Vertical Markets

Circadia® serves all vertical markets.

Integration Summary

Whether you have 50 Mobile workers or 5000, Circadia® is the ideal Mobile Computing software solution. Circadia® answers the demand from companies that need to Mobilize"their AR System applications for their mobile workforce. Circadia® can greatly benefit a companys technical support, customer service, or sales departments in any industry where worker mobility is key to efficiency and customer satisfaction.

Circadia® allows customers to easily gain the full benefit of their AR System by extending it to their mobile workforce.

The Application Adapter Circadia® provides has the necessary interface to the AR System and offers the ability to extend the functionality of the AR System to a mobile workforce. Using the Application Adapter, the structure (screen layouts, workflow logic etc.) of the application designed in AR System and customer defined data can be transferred and automatically exchanged between the AR System and a mobile workforce.

Customers can migrate their AR System information by using Circadia's Conversion Wizard to automatically convert existing AR System forms to a predefined format. They also have the option to use Circadia's Design Center to customize and develop their own forms in a custom format

Customers can include essential business information from many elements of the AR System to provide mobile users at the customer's locations with a customer focused user application containing critical data. The critical data could include:

- Customer contact information & account history
- Trouble tickets
- Contract terms & billing methods

The other valuable utility of Circadia's Application Adapter technology is that it allows the mobile workforce to easily relay the necessary work data (which is 'synchronized' by Circadia ®) back to the AR System.

Strategic Positioning

Special Strengths

Navara considers that the following points differentiate them in the Remedy market:

- Multiple client platforms
- Ease of use
- · Cost effective implementation
- Enterprise-based data synchronization
- Ease of integration with the AR System

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Property Management company	Mid-sized public company that manages 126 properties in the US and Canada.	This company provides 24x7 support, although the actual support facility is only staffed from 7am-7pm, Monday to Friday. The company wanted to rotate the after-hours and weekend support among the support managers and to use an after hour call service. Navara was tasked with finding a way to give the oncall support managers all the tools that they have in the support facility. With Circadia®, the on-call support manager can quickly, in the palm of his hand, look up system and property information, and open a ticket.
Multinational IT Consulting Company	Core business sectors are, Telecommunications Government	This client successfully uses Circadia® to manage both internal and external contract services for its clients.
People Transit Company	International Company which manufactures people transit equipment.	Currently evaluating Circadia® with a sampling of their field engineers. Upon completion, Circadia® will reduce the amount of paperwork and processing within their service division, saving time and money, and enabling the company to become more efficient.
Building Trade Company	One oft the largest building trade companies in Austria.	Uses Circadia® for updating sales information data on mobile devices and transferring order information from the central IT host application for further execution. The AR System is used as the intelligent interface for Circadia® between the static host environment and the mobile field workers.

Source: Navara Company

HEC America, Inc.

Product Partner

Remedy Partner since:

1997

Product Name:

21GTX

Product Category:

Net/Sys/Db Management

Contact Information

Chuck Smith Manager, Sales and Marketing

1525 W. Walnut Hill Lane Irving, TX 75038 Tel #: (972) 751-7270 Fax #: (972) 518-4420 www.nec.com/nms

Company Background

NEC America, Inc. an affiliate of NEC Corporation, develops, manufactures and markets a complete line of advanced communications products and software for public and private networks. The company's products include: network management systems; digital microwave radios; satellite communications systems; digital key telephone and PBX systems; ATM switching systems; cellular telephones; pagers; facsimile equipment; fiber optic transmission systems; and data communication products. NEC Corporation and its affiliates worldwide are a \$40 billion Global leader whose 152,000 employees are dedicated to the development, manufacture and marketing of leading-edge computer, communications and semiconductor products and services.

NEC has 2 joint customers with Remedy.

Product Positioning

Product Summary

The 21GTX is an easy-to-use, cost-effective fault management system. It combines lifelike user configurable graphics with advanced alarm management functions such as:

- talker/listener configuration
- alarm suppression and aging
- trouble tickets
- alarm filtering
- analog trending and metering
- scheduled analog metering
- · zone management
- technician paging
- comprehensive report generation
- distributed graphic monitoring
- dial-in access for complete remote control
- LAN based reporting with specific printer addressing.

Additionally, the 21GTX enables the unification of alarm management of virtually all network devices with the ability to accept ASCII alarm messages over standard RS-232 communication channels; thus eliminating the dumb terminal consoles cluttering the control center and consolidating all of the alarms onto a single graphic presentation platform.

The 21GTX is an object oriented, high level graphics based system and presents highly intuitive alarm information. The screens provide object oriented alarm information via symbols that are user-defined. The entire screen provides an active alarm background. Additionally, horizontal levels of view are provided in user-defined zone screens that show site relationships across network domains. No extensive thought processes or analyses are required for operator action.

The 21GTX provides automation tools to automatically activate controls, page technicians based on specific "on call" parameters that the user determines and notify others of alarm urgency. Additionally, through the use of zone management, the network can be logically segmented into multiple zones. A specific operator can then monitor each zone. This allows for complete horizontal and vertical fault management of the network.

Integration Summary

Fault Management of communication infrastructures does not always include the capability of easily generating trouble tickets. NEC has addressed that problem by integrating its 21GTX Fault Management System with Remedy's AR System.

Potential Customers

Companies that manage telecommunications infrastructures for either internal use or to provide a commercial service offering.

Vertical Markets

21GTX Fault Management System serves the following vertical market(s):

- Telecommunications
- Utilities

Strategic Positioning

Special Strengths

NEC considers that the following points differentiate them in the Remedy market:

- Feature rich fault management system
- User friendliness of system
- Flexible graphics utility
- In-depth knowledge of target market
- Ease of implementation

Hetopia Inc.

Product Partner

Remedy Partner since: 1996

Product Name: Timbuktu Pro Enterprise

Product Category: Remote Access

Contact Information

Joe LeBlanc Alliance Program Mgr.

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718 Inwood Drive Southlake, TX 76092 Tel: (817) 481 5223 Fax: (817) 481-9828

Company Background

Netopia, Inc., formerly Farallon Communications, develops, markets and supports complete, easy-to-use, plug-and-play Internet connectivity products and real-time collaboration software for all platforms. The Company's products are designed to increase the productivity and efficiency of Internet, Intranet and LAN users. Netopia's Internet/Intranet products include its high-speed Internet routers; its Timbuktu Pro remote control software that enables real-time, peer-to-peer collaboration on the Internet, Intranets and LANs; and its Netopia Virtual Office software, an interactive web office for PCs.

Netopia has over 100 joint customers with Remedy.

Product Positioning

Product Summary

With patented multi-platform technology, Netopia's Timbuktu Pro is the only scaleable screen sharing and remote takeover solution that is adaptable across all major platforms with support for Windows 3.x, Windows 95, Windows NT, and MacOS. Timbuktu Pro has preconfigured integration packages for leading help desk and systems management applications, enhanced security and administration tools, as well as an all inclusive enterprise customer support program.

Potential Customers

Timbuktu Pro is the ideal remote takeover tool for centralized help desks and call centers. It enhances centralized systems management applications with high performance remote control, and is critical in facilitating operating system and platform migrations across the enterprise. By providing a universal remote control tool, Timbuktu Pro Enterprise can maximize the capabilities of IT administration and support personnel by making every machine accessible in real time and just a mouse click away.

Integration Summary

Integration is done on the MS Windows client via an Active Link within a Run Process action. The Active link passes the IP address of the remote system and the Timbuktu Pro function to be launched to the Run Process command line. This causes the specified Timbuktu Pro function to be executed against the remote system, such as opening a remote control window or starting an exchange dialog.

Strategic Positioning

Special Strengths

Netopia considers that the following points differentiate them in the Remedy market:

- · Specifically designed for enterprise customers.
- Patented IntelliScreen technology, which minimizes bandwidth requirements.
- Patented V-wedge device for superior speed and stability.
- Zero administration deployment tools including Windows NT Push and Win 95/98 network installers.
- Multi-Platform Support for all Win Tel and Mac OSs.

Selected Customer Projects and References

Customer	Industry	Project Details
Perot Systems	Systems Integrator	Perot Systems has leveraged the Timbuktu Pro/Remedy integration for the past 2 years to support all internal employees. Perot has recently begun to incorporate this approach for supporting external customers as well.
Nortel Networks	Technology	With more than 55,000 licenses already deployed Nortel has recognized the importance of automating their help desk in order to continue to provide a high level of service and support to employees through out the world.
Kaiser Permanente	Health Care	Kaiser was looking for a way to control PC support costs after rolling out a large number of new computers. With Timbuktu Pro Enterprise, our help desk can solve many more problems on the first call in less time because my team can see the problem themselves." Tom Cornwell, Mgr IT Client Services.
Home Box Office	Television / Entertainment	Despite HBOs position as the pay TV network with the highest number of subscribers, more and more channels are vying for its viewers dollars. Timbuktu Pro helps HBO stay financially competitive by maximizing the efficiency of the computing resources at branch offices and minimizing the cost of computer support. I don't know how our IS department survived before we brought Timbuktu Pro on board." Brent Baisley, Home Box Office.

Source: Netopia Inc.

Ostream Software, Inc.

Product Partner

Remedy Partner since: 1998

Product Names:

Ostream Migrator and

Ostream Mobile

Product Category:

AR Utilities

Contact Information

Gary Sherrell President & CEO

Mark Thompson Controller

Brad Marshall VP of Engineering

Perry Koops Director of Sales

Michael George Product Manager

Joan Fisher Marketing Programs

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Company Background

Ostream™ Software, Inc. was founded in 1997 to design and implement solutions that support help desks and field-based service organizations in their efforts to streamline, integrate, and automate workflow processes for maximum efficiency. The solutions designed by Ostream are based on the Remedy AR System, the industry-leading application for help desks, and other service and support groups.

By working closely with its customers, Ostream identified several software products with broad application for Remedy AR System users and administrators. Ostream Migrator and Ostream Mobile were developed to aid businesses in automating and streamlining their daily processes. These solutions help

customers accomplish more with the Remedy AR System.

Product Positioning

Product Summary

Ostream Migrator

Allows Remedy AR System administrators to quickly and easily move application changes from development to production servers. They can transfer complete workflow, or only specific objects such as forms, active links, filters, escalations, and menus. In addition to saving significant time in the transfer of application changes, Migrator facilitates a production assured environment.

Ostream Mobile

Is the mobile extension of the Remedy AR System, providing users with the ability to manipulate their AR System data without a permanent physical connection to the network.

Product Summary

Ostream Migrator

AR System administrators who want a tool to reduce the maintenance costs associated with their AR System applications.

Ostream Mobile

Field service technicians, project managers, remote sales force, and anyone requiring "detached" access to their AR System applications.

Vertical Markets

Migrator serves the following vertical markets: Ostream Products have applications in any industry, but are particularly applicable in the following vertical markets.

- Computer and Electronic Product Manufacturing
- Telecommunications
- Professional, Scientific and Technical Services
- Public Administration

Integration Summary

Ostream Migrator and Ostream Mobile have been developed exclusively for use with the AR System. Both products are client tools that are simply installed on a client workstations and support all of the AR System server platforms.

Consulting Skills

Remedy Approved Consultants	. (
First Line Support Staff	. 5
Other	24

Strategic Positioning

Special Strengths

Ostream considers that the following points differentiate them in the Remedy market:

- Excellent reputation of Customer Service
- Staff of Remedy Approved Consultants combines decades of experience in improving and automating processes in a wide range of functional areas.
- Remedy and Ostream's joint development of the latest version of the Migrator product provides enhanced functionality and tighter integration with the Remedy AR System.
- The joint distribution agreement between Ostream and Remedy make it easier for Remedy AR System customers to acquire the best of breed products to complete their AR Systems solution.
- Ostream's Mobile product offers additional versatility beyond the limitations of the Palm Pilot™ for a detached client tool.

Exhibit

Selected Customer Projects and References

Customer	Industry	Project Details
Customer Name Not Provided	High Tech	Remedy project planning and project scoping. Business process design, Remedy application design, prototyping and implementation support for external customer support application.
Customer Name Not Provided	Communications	Remedy project planning and project scoping. Business process design, Remedy application design, prototyping and implementation support for internal customer support application. Additionally Ostream Migrator for migration management.
Customer Name Not Provided	Services	Remedy project planning and project scoping. Business process design, Remedy application design, prototyping and implementation support for call center solution supporting order entry, seminar registration & outbound surveys.
Customer Name Not Provided	Government	Remedy project planning and project scoping. Business process design, Remedy application design, prototyping and implementation support for internal help desk.

Source: Ostream Software, Inc.

PANACEA Workflow Systems (Europe) Ltd.

Product Partner

Remedy Partner since:

1998

Product Name:

PANACEA

Product Category

AR Utilities

Contact Information

Julia Davis Marketing Manager

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www.pws-euope.com

Product Positioning

Product Summary

PANACEA is an application that enables complete workflow applications to be safely replicated from one AR System environment to another, whether on the same or different servers. PANACEA ensures that if form(s) and workflow functioned correctly in the development environment, then they will function correctly in the production environment. This is achieved without the need for lengthy import/export cycles of the data associated with the production form(s) and overcomes the tedious and time consuming manual task of applying changes one by one. Indeed, up to 20% of the total time taken to develop and deploy an AR System application can be saved in a single operation with PANACEA.

Key features of the PANACEA product include the following:

- Visual Form Dependency Browser enables you to understand easily and quickly the architecture of your AR System application(s).
- Visual Workflow Dependency Browser workflow dependencies are clearly identified for each form comprising your application(s). In addition to showing the relevant active links, filters and escalations, menus and groups are also determined on a performance basis.
- Drag & Drop Operation simplifies the process of copying objects between environments - whether on a single server, or between many servers.
- With-Dependents Copy guarantees that what is copied is an exact reproduction of the original environment, with all dependencies copied and the relations intact. This includes other forms, groups and all the associated workflow.
- Multiple Environments; Single AR System Server -All objects that are replicated can be prefixed in order to support multiple environments, or multiple versions of the same application, on a single AR System server.
- Robust Handling of AR System errors All AR System errors, especially RPC timeouts, are handled gracefully.

Vertical Markets

PANACEA serves the following vertical markets.

- Telecommunications
- Finance and Insurance
- Educational Services

Personal Productivity Tools, Inc.

Product Partner

Remedy Partner since:

1997

Product Name:

EtherPage

Product Category:

Notification

Contact Information

David Coelho President

www.ppt.com

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Company Background

Personal Productivity Tools, Inc. develops and markets tools that enhance the productivity of corporate Intranets, and is the leading provider of wireless messaging solutions. Our flagship product, EtherPage®, allows users anywhere on a computer network to send messages easily and quickly to wireless devices. EtherPage® is installed at over 500 Fortune 1000 companies supporting millions of wireless subscribers. We have a significant on-going development effort, and regularly release enhancements to EtherPage®. We will be introducing additional products in the future. The company is located in Los Altos Hills, CA in the heart of Silicon Valley. To date, the company has had dramatic growth and is highly profitable.

Product Positioning

Product Summary

EtherPage is a client/server solution for delivering messages from corporate computer networks to wireless devices. EtherPage's client/server architecture makes administration easy through consolidation of modems on

a single host, and through centralized configuration management. Alphanumeric pagers allow informative messages which can include a description of the problem, the priority of the problem, the customer name and return telephone number, and other useful information to be communicated directly, without the need for a return telephone call and avoiding costly telephone tag. The support personnel can respond directly to customers without delay. EtherPage also provides a web interface and a command line interface for manual generation of messages, and for integration with other tools including database administration, network monitoring, user-written shell scripts, automatic delivery of email messages, and others. EtherPage is available for a wide range of operating systems and supports virtually all paging services.

Potential Customers

Virtually any company can utilize EtherPage for enhanced productivity by speeding communications. EtherPage integrates seamlessly with the Remedy product line.

Vertical Markets

EtherPage is used in a wide variety of markets where wireless communications is important and where tight integration to applications is required.

Integration Summary

EtherPage is integrated using the filter action mechanism in the AR System. When users enter AR Transactions, a filter action can be triggered which will execute the EtherPage command line interface. This command line interface passes the message to the EtherPage server which then delivers the message to the paging service via modem.

Strategic Positioning

Special Strengths

Personal Productivity Tools considers that the following points differentiate them in the Remedy market.

EtherPage is the most reliable product of its type. The product can comfortably handle 10s of thousands of users, in mission critical 24x7 environments.

- · Distributed, multi-site support, worldwide applications.
- Feature rich, supports virtually all paging services, many digital cellular services.
- Available for 15 flavors of Unix and Windows NT.

Primus

Product Partner

Remedy Partner since:

1997

Product Hame:

Primus SolutionBuilder®

Product Category:

Problem Resolution Aids

Contact Information

Sue Whitcomb

1601 5th Avenue #1900 Seattle, WA 98101 Tel: (206) 292-1000 Fax: (206) 292-1825 whitcomb@primus.com www.primus.com

Company Background

Primus is a leading provider of web-based problem resolution and knowledge management software and services that enable support organizations to capture, share, and manage knowledge worldwide. Founded in 1987, Primus is a privately-held company headquartered in Seattle. Primus has offices in Atlanta, Boston, Chicago, Dallas, Los Angeles, San Francisco, and Washington, D.C. Primus Knowledge Solutions UK Ltd., a wholly owned subsidiary of Primus, has offices in London. Primus KK, a joint venture with Trans Cosmos, Inc., markets and sells SolutionSeries products in Japan.

Primus has 5 joint customers with Remedy.

Product Positioning

Product Summary

Primus SolutionBuilder[®] software enables support professionals to create solutions in the workflow, ensure knowledgebase quality and manage problem resolution processes.

SolutionBuilder[®] is a part of the Primus SolutionSeries family of problem resolution and knowledge management software, specifically designed to help companies harness the power of the Internet to solve problems and exchange information more effectively.

All SolutionSeries products integrate easily with other CIS technologies, including call tracking and text retrieval applications, and support the Solution Exchange Standard developed by the Customer Support Consortium.

Potential Customers

Large to mid-size organizations who have complex IT support environments.

Vertical Markets

Primus SolutionSeries software serves all vertical markets including:

- Professional, Scientific and Technical Services
- Telecommunications

Integration Summary

The Remedy/Primus software integration provides the analysts with the power of the administrative, escalation, and notification capabilities of the AR System, capabilities combined with and the problem resolution capabilities of SolutionBuilder, and a streamlined workflow between applications. A button on the AR System incident screen launches the SolutionBuilder which the analyst uses to then resolve the problem. When the problem has been solved, the analyst links returns from the resolution to the incident for ready viewing on any subsequent access of the AR System incident.

Complimentary Courion Products

Primus SolutionPublisher $^{\mathbb{R}_{+}}$ Primus SolutionExplorer $^{\mathrm{TM}}$

Strategic Positioning

Special Strengths

Primus considers that the following points differentiate them in the Remedy market:

- Unlike case-based reasoning systems and textretrieval systems, SolutionSeries software is built on Primus'associative problem-solving technology, which enables the real-time capture and distribution of solutions.
- SolutionSeries software uses the Internet to provide large and distributed support organizations with a complete and integrated approach to problem resolution.

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
3M – IT	Internal Help Desk	
Lucent Microelectronics	Telecommunications	
SHL Systemhouse	Outsourcer	
Starbucks	Internal Help Desk	

Source: Primus

Rainbow Technologies Inc.

Product Partner

Remedy Partner since:

1996

Product Name:

SentinelTrack™

Product Category:

Net/Sys/Db Management

Contact Information

Doug Lindsey

50 Technology Drive Irvine, CA 92618 Tel: (714) 450-7300 Fax: (714) 450-7450 tracksales@rainbow.com www.rainbow.com

Company Background

Rainbow Technologies is a leader in applying security-related technology to solve business needs. We provide secure web server and Virtual Private Network acceleration boards, anti-piracy and Internet software distribution solutions, software metering and management tools, voice, data and satellite security systems, and smart card readers. Our innovative products are making business-to-business Internet solutions a reality.

Founded in 1984, Rainbow Technologies is the world's leading developer, manufacturer and supplier of software protection devices and sophisticated encryption technology. As a world leader in securing information, Rainbow is applying its core technology to the Internet-from securing software, to the acceleration of secure communication for E-Commerce and virtual private networks--our innovative products are making business-to-business Internet solutions a reality. Rainbow's three distinctive business units all focus on security-related products.

Product Positioning

Product Summary

SentinelTrack provides IT managers with the information required to get the most out of their software budgets. Based on the axiom "knowledge is power" SentinelTrack allows customers to effortlessly analyze software usage and gives them the power to effectively deal with software license purchases, maintenance, and administration issues.

Software usage can be tracked for Windows (98/95, 3.x & NT), Unix platforms, Macintosh and Java applications. SentinelTrack can even read license log files produced by SentinelLM, LicenseServ, ElanLM, FLEXIm and Frame. Additionally, with integration to standard email and management tools such as Remedy AR System[®], administrators and help desk personnel are kept aware of licensing issues as they arise.

Features:

- Support for Java[™] applets, Windows 3.x, 98/95, NT, Macintosh and most major Unix platforms.
- Historical and real-time usage information can be displayed graphically or in tabular form.
- Both license and warning limits can be established.
- Users or hosts can be grouped for license allocation and reporting.
- Alert notifications can be delivered via e-mail or to external systems such as Remedy AR System, BMC Patrol, Cabletron SPECTRUM, HP OpenView, IBM NetView, Sun Solstice, CA Unicenter and Tivoli.

Potential Customers

Any corporation that needs to manage software licenses more effectively to help increase the bottom line is a potential customer. As software usage patterns change over time, corporations need to review usage statistics prior to maintenance renewals and upgrades. By providing access to the who, what, when and where of software usage, SentinelTrack allows you to focus on the why:

- Why are we paying for maintenance for 200 users when only 85 concurrently use the tool?
- Why are we running analysis software on the file server?
- Why are 513 people using the software, but we'e only licensed for 250?
- Why are we using three different spreadsheets and five word processors?

Uertical Markets

SentinelTrack serves all vertical markets.

Integration Summary

The integration of SentinelTrack with Remedy Corporations AR System provides IT managers with an automated method of managing real-time software usage and license alerts. SentinelTrack automatically routes, alarms and alerts to the AR System User Tool where trouble tickets are created, then pass them on to the help desk where IT administrators can view them. The integration of AR System with SentinelTrack provides customers with the ability to optimize the performance of applications, and optimize software budgets through improved understanding of software usage patterns. SentinelTrack integrates easily with AR System, providing comprehensive, real-time software usage data to IT Administrators. Rainbow Technologies is committed to providing products that are easy to use, install and implement for enterprise management.

Strategic Positioning

Special Strengths

Rainbow Technologies considers that the following points differentiate them in the Remedy market:

- Cross platform and scalable to the enterprise solution
- Alert mechanisms
- Web-based software management
- Easy to install/use

Seagate Software

Product Partner

Remedy Partner since:

1998

Product Name:

Seagate Crystal Reports 7

Product Category:

Report Writers

Contact Information

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Company Background

Seagate Software, a subsidiary of Seagate Technology, Inc., develops tools and applications for Enterprise Information Management (EIM) - the solution for the growing need of corporations for superior information delivery, analysis and availability. Seagate Softwares diverse technology and breadth of leading products including the award-winning Backup Exec, Crystal Reports, Desktop Management Suite, Holos, Info, Manage Exec and WinINSTALL - make it uniquely qualified to deliver EIM with an integrated infrastructure. Seagate Software has established strategic relationships with Compag, Hewlett-Packard, IBM, Informix, Microsoft, Netscape, Novell, Oracle, PeopleSoft and other industry leaders, and markets its products worldwide, through distributors, value-added resellers, systems integrators, retailers, and OEMs.

Product Positioning

Product Summary

Seagate Crystal Reports is a database access and analysis tool. It accesses over 30 data sources, has powerful data analysis capabilities, and produces an unlimited variety of presentation-quality reports. With its modular design, the Crystal Report Engine can be used to integrate reporting into database applications with free runtime. Seagate Crystal Reports 6 and later supports advanced web reporting as well. A range of people use Seagate Crystal Reports: business professionals who want to report or query directly from data sources, IT professionals who need to provide reports to business users, and independent software vendors, corporate software developers, and VARs who need to include reporting in database applications.

Seagate Crystal Reports has been chosen by over 160 of the industry's leading software vendors such as Microsoft, Informix and PeopleSoft for inclusion in their shrink-wrapped applications. It is the world's most widely used reporting tool, available in seven languages, with over 3 million licenses shipped worldwide. The Crystal Reports file format (*.RPT) is the industry standard for reporting.

Potential Customers

Business Users who are technology savvy and rely on reporting to get current and accurate information out of a database to make better decisions.

IT Professionals who are overwhelmed by end-user requests for information from multiple databases.

Professional Developers who need to add superior reporting functionality to their database applications.

Vertical Markets

Seagate Crystal Reports serves all vertical markets.

Integration Summary

All of the information entered into the AR System is stored in an underlying database. When the AR System is used with an SQL database, Crystal Reports can be used to allow users to design and generate reports in any format, at anytime. However, Crystal Reports cannot be used with the Remedy "flat file" format database.

Strategic Positioning

Special Strengths

Seagate considers that the following points differentiate them in the Remedy market:

- Reports are easy to build, run and maintain.
- Viewing data is fast, easy and flexible.
- Interactive query and report creation over the web.
- Seagate Crystal Reports is the market-share leader among desktop query and report writers and is endorsed by more than 160 independent software vendors who include it with their shrink-wrap programs.

Servicesoft Technologies

Product Partner

Remedy Partner since:

1996

Product Hames:

Web Advisor®

Product Category:

Problem Resolution Aids

Contact Information

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Company Background

Servicesoft provides a complete range of products and services. With over ten years experience in providing expert system software for the delivery of technical support information, Servicesoft is the natural choice for web-based support systems. February 8, 1999 ServiceSoft Corporation and BaliSoft Technologies announced their merger to form Servicesoft Technologies. Servicesoft Technologies, Inc. is the breakaway leader in Internet Customer Service, delivering the industry's only complete end-to-end solution, comprised of best-of-breed applications for self-service, e-mail response, and live customer interaction, all driven by the industry's most robust knowledge base. This complete offering is crucial to enabling companies to leverage the promise of the Internet in achieving a paradigm shift in customer service to drive initial sales, generate loyal customers, obtain repeat business, and do it all more efficiently than traditional methods.

Services of has 17 joint customers with Remedy.

Product Positioning

Product Summary

Servicesoft's complete suite of Internet Customer Service applications – Web Advisor® – provides a fully integrated solution for delivering superior customer service over the Internet. The integrated solution includes self-service with full escalation to the Remedy AR System, e-mail response and live interaction for effective handling of both pre-sales and post-sales customer interactions.

Web Advisor® – delivers intelligent self-service via the Internet and resolves questions quickly and cost-effectively.

Potential Customers

Servicesofts Internet Customer Service solutions are appropriate for any company that needs to support their customers effectively via the internet. In an increasingly competitive world, companies are discovering that customer service is a vital competitive weapon. Servicesofts Internet Customer Service solutions enable companies to achieve a quantum leap by delivering superior customer service.

Vertical Markets

Servicesofts Web Advisor is appropriate for any company that wants to provide superior customer service. However, there are several vertical markets that are emerging outside of the traditional technical self-support role including: Human Resources, Financial Service Industries (Kredietbank N.V., headquartered in Brussels, Belgium is one of many financial corporation turning to Servicesoft for improving their customer support), ISP and other emerging 'E''companies.

Servicesoft's Integration Summary

Web Advisor lets you quickly add a Self-Service Customer Support module to your AR System, so that end users can troubleshoot problems on their own and independently arrive at a solution. If the end user requires further assistance, the Web Advisor session can be escalated to the help desk technician with a single button click.

Exhibit 1

Complimentary Servicesoft Products

Knowledge Builder®, E-MailContact™ , LiveContact™ , CRM Bridge™ , ACD Bridge™

Strategic Positioning

Special Strengths

Servicesoft considers that the following points differentiate them in the Remedy market:

- The only fully integrated suite of Internet Customer Service solutions on the market.
- A combination of self-service, e-mail response, and live interaction allows each customer to choose the most appropriate form of communication.
- A sophisticated knowledge base provides effective advice for both end-users and help desk agents.
- Activated Queries can utilize information on the user's platform or from other data sources to customize the self-support experience.

Selected Customer Projects and References

Customer	Industry	Project Details
Data General 3400 Computer Drive Westborough, MA 01580	Data General (NYSE:DGN), based in Westboro, MA, is a major supplier of storage and enterprise computing solutions for customers worldwide. Data Generaß products include CLARiiON ® Fibre Channel storage systems, high-end NT and UNIX AViiON ® servers, and related software and services. The company reported fiscal 1998 revenues of \$1.5 billion. Additional information on the company, its products, and services is available on the Internet at www.dg.com	Data Genera's intranet-based support solution will enable employees to access a vast repository of support knowledge directly from their desktops. This will expand service and eliminate the need to call the help desk each time they have a support issue. Help Desk technicians will also use Web Advisor to quickly resolve support problems, enabling them to resolve more problems during the initial call and provide consistent, high-quality advice by utilizing the support information that already exists. The comprehensive knowledge base will incorporate support information for Data Genera's internal software applications, unique internal network information, and standard business applications such as Microsoft Office. Data General employees will start their problem resolution with a Web Advisor session, similar to an external user, and escalate to the Remedy system if necessary.

Source: Servicesoft Technologies Inc.

ServiceWare, Inc.

Product Partner

Remedy Partner since:

1998

Product Name:

Knowledge-Pak Desktop Suite

Product Category

Problem Resolution Aids

Contact Information

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Additional Offices:

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Company Background

ServiceWare Inc. helps companies increase customer satisfaction and retention dramatically by providing innovative problem resolution and knowledge management solutions that can be deployed over the Internet or telephone.

ServiceWare offers unmatched experience and expertise in developing comprehensive, accurate and easy-to-use content for support knowledge bases. ServiceWare's industry-leading technical-support content, combined with the company's world-class professional services and innovative software for knowledge management, represents a comprehensive solution for providing knowledge-based support. By applying this solution, companies working with ServiceWare enhance customer satisfaction, increase retention rates, leverage support personnel and contain support costs even as their own customer numbers grow.

More than 3,500 organizations, including industry leaders such as Microsoft, Compaq Computer, EDS, MCI WorldCom, and Nestle, have experienced the benefits of higher customer satisfaction through ServiceWare's comprehensive solution for knowledge-based support.

ServiceWare has 204 joint customers with Remedy.

Product Positioning

Product Summary

Knowledge-Paks

Knowledge-Paks are complete, on-line knowledge bases used by help desk analysts and end-users to troubleshoot problems and improve productivity.

Knowledge-Pak Desktop Suite™

Knowledge-Pak Desktop Suite contains over 30,000 solutions to questions and problems associated with widely used PC business applications, operating systems, and hardware environments. The solutions are authored specifically for the first-level support representative and end user communities, and currently cover over 30 titles including Microsoft Windows NT, 95, and 98, Lotus Notes 4.x for Windows, Novell Netware 4.1 and printer diagnostics, to name just a few.

Knowledge-Pak Network Suite™

Knowledge-Pak Network Suite contains nearly 20,000 solutions to problems related to network operating systems such as Microsoft NT and Novell NetWare, as well as Lotus'Domino Server product

Knowledge-Pak Suite for SAPs R/3™

Knowledge-Pak Suite for SAP R/3 provides knowledge-based support that enhances R/3 usability and accelerates implementation. The suite features descriptions, diagnostics, causes, and solutions to thousands of issues related to R/3 modules. The solution also addresses integration issues and common R/3 workflow, navigational, error messages and printing problems.

Knowledge-Pak Architect

Introduced in August 1997, ServiceWares Knowledge-Pak Architect software application features Advanced Workflow, Contributor and Business Rules features that make it easy to create and manage powerful, effective knowledge bases. Designed with an open architecture, Knowledge-Pak Architect lets customer support organizations deliver knowledge base content directly over the Internet for self-support - thereby reducing the number of support calls -- or through existing help desk or call management systems.

Knowledge-Pak Viewer

This software application enables support personnel or customers and employees to easily seek and find answers and solutions through a simple Web-based interface. It is designed to provide immediate, real-time access to all the underlying richness, features, and content in Knowledge-Paks. By using Knowledge-Pak Viewer, support analysts can immediately supply answers that are unique and appropriate for different audiences. Knowledge-Pak Viewer also provides sophisticated capabilities for indexing and searching both knowledge base content within Knowledge-Pak Architect. Universal Search"capabilities allow customers to index a variety of documents and files outside of the knowledge base.

Integration-Pak for Remedy Help Desk

This comprehensive service offering creates programmatic links between Remedy support software and Knowledge-Pak Viewer so analysts can use the Remedy interface as a homebase for everything from logging calls to capturing solutions and reusing them to solve future problems.

Potential Customers

Those customers who want to:

- Enhance productivity by minimizing interruption to workflow
- 2. Improve organizational performance by growing the support organizations first-call resolution rate, minimizing call escalation and preserving knowledge for re-use.
- Use online delivery to increase customer satisfaction and promote confidence in the support organization, and to reduce the number of calls to the help desk, freeing analysts to perform more strategic knowledge management activities.
- 4. Gain quantifiable data on evolving customer needs, which can be used to identify emerging issues and trends and be leveraged for development of the strategies and direction of the company.
- 5. Lower costs associated with providing support and service.

Vertical Markets

Serviceware provides cross industry solutions that fit most corporate support centers. In addition they serve help desk and customer support organizations in the following vertical market(s):

- Finance and Insurance
- Computer and Electronic Product Manufacturing
- Manufacturing

Integration Summary

Pre-packaged Knowledge-bases: All ServiceWare prepackaged knowledge-bases embed directly into or integrate with Remedy Help Desk.

Support Knowledge Management Software: Support professionals have a real-time view of the knowledge-base directly from Remedy Help Desk so they don't have to leave one application to go to another. Cases solved using ServiceWares Knowledge-Pak Viewer can be updated and resolved in Remedy Help Desk. New solutions can be added to the database as they are discovered and developed.

Complimentary Serviceware Products

Knowledge-Pak Network Suite; Knowledge-Pak for SAP's R/3; Knowledge-Pak Architect; Knowledge-Pak Viewer, Integration-Pak for Remedy Help Desk

Consulting Skills

ServiceWare consultants are available to provide customizations to Remedy AR System to optimize the effectiveness of your support organization.

Strategic Positioning

Special Strengths

ServiceWare considers that the following points differentiate them in the Remedy market:

- Integration with Remedys Help Desk CMS
- Integration of Software and Content
- Rapid Deployment
- Quality Assurance
- Customer Partnerships

Selected Customer Projects and References

Customer	Industry	Project Details
A Major Producer of Digital Signal Processors	IT Industry	This customer had a distributed organization and needed to meet anticipated internal support demands. The support reps needed to quickly reach a proficient level but the support knowledge was spread across seven different groups and not easily accessible. Serviceware integrated the knowledge base for support analysts and eventually all employees, enabling multiple help desks and support groups to author/contribute knowledge base information, and allowing web access to data. As a result, calls are reduced by providing faster self-support to employees, new support analysts are trained, the support team is more effective at resolving calls because knowledge is shared, and new problems are addressed more quickly.
A super-regional bank based in the southeastern United States	Banking and Financial	The bank, which emerged in the 1990s as an innovative provider of financial services to more than 16 million customers, is currently using ServiceWare's prepackaged content to answer technical-support questions from more than 70,000 bank employees with a smooth integration between the previously installed Remedy Help Desk and the ServiceWare knowledge bases. The client needed to apply a broader range of knowledge management strategies and technologies to improve customer support both internally and externally. Now they are using ServiceWare's Knowledge-Pak Viewer software to build and manage customizable knowledge bases featuring new answers and solutions that are added "on the fly." An internal knowledge management team (part of the bank's IT unit) verifies and manages the new data in the knowledge bases, which then can be used by support center personnel to provide answers and solutions to bank customers.

Source: Serviceware

SMARTS (System Management ARTS, Inc.)

Product Partner

Remedy Partner since: 1999

Product Hame: InCharge

Product Category: Net/Sys/Db Management

Contact Information

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Company Background

SMARTS (Systems Management ARTS Incorporated) develops real-time analysis software that automates network problem diagnosis, so repairs can be initiated before business-critical services are impacted. This ensures high availability and optimal performance of networked information systems. Using SMARTS patented Codebook Correlation technology, InCharge products can correlate events across related network, system, and application elements.

SMARTS has several joint customers with Remedy. References are available upon request.

Product Positioning

Product Summary

InCharge is a family of applications for real-time analysis that automate diagnosis of network availability and performance problems, and determine their impact on business services. By automatically diagnosing root cause and identifying its impact on related network, system, and application components, InCharge applications help managers:

- Initiate the right corrective action
- Initiate repairs before service is impaired
- Reduce the volume of Trouble Tickets

InCharge applications empower managers to achieve their Service Level Objectives.

IP Fault Manager

Automatically diagnoses the root cause of network connectivity problems in large-scale IP networks, in real-time.

SNMP Management Applications

Automatically correlate fault, performance, utilization and configuration problems for devices that support SNMP, in real-time.

Frame Relay Manager

Automatically diagnoses root cause frame relay service, performance and configuration problems, in real-time. Enables users to optimize their investment in frame relay services and instantly respond to problems.

Service Impact Manager

Automatically identifies which applications, services, business units, and users are affected by problems, in real-time.

InCharge System

Correlates events across separately managed domains, including networks, systems and applications. Provides a development kit for additional InCharge applications.

Potential Customers

Prior to this integration, Remedy customer help desk technicians received trouble tickets for all network alarms— most of which were only symptoms of problems elsewhere in the network. The large volume of trouble tickets diverted troubleshooting teams, and delayed them from reaching the root-cause problems that needed to be resolved. InCharge™ applications from SMARTS automatically identify the root-cause of network problems, in real-time. With this integration, the only Remedy help desk trouble tickets opened by InCharge are for root cause problems that need to be fixed, eliminating a large number of false alarms".

Vertical Markets

InCharge serves all network-dependent businesses, including those found in the following vertical markets:

- Telecommunications
- Finance and Insurance
- Professional, Scientific and Technical Services
- Information

Integration Summary

The InCharge ARS Adapter provides seamless integration between InCharge real-time event management, and ARS, leveraging InCharge root cause analysis to reduce trouble tickets to those identifying what needs to be fixed.

SMARTS InCharge applications work out-of-the-box with Remedy products, they require custom development to

work with any Remedy competitor.

Strategic Positioning

Special Strengths

SMARTS considers that the following points differentiate them in the Remedy market:

- Speeds problem resolution by 80%
- Out-of-the-box applications are development-free all the analysis logic is built into the product
- Maintenance-free: Low Total Cost of Ownership InCharge applications are maintenance-free. They adapt to changes in your topology, automatically
- High-speed, real-time problem isolation
- High accuracy: tolerates delayed, lost and false alarms

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Bell Advanced Communications	Communications; Network Service Provider.	Bell relies on Remedys AR System and help desk application for problem management and resolution, and on InCharge for network connectivity analysis. The integration between InCharge and Remedy means that trouble tickets are only opened for root cause problems, allowing Bell to identify the real problem instantly and begin to repair it immediately. This has decreased Belß trouble ticket volume by 70%."— Bell Advanced Communications
AT&T	Communications; corporate use to manage internal networks	AT&T employs HP OpenView for discovery of their IP network. SMARTS InCharge applications perform status monitoring and analysis. InCharge applications open trouble tickets in Remedy for only root cause problems. When the help desk gets calls about problems in devices managed by a separate team, InCharge identifies them as such, instantly.
Marriott	Travel	Determine the root cause of IP network connectivity problems, in real-time.
Goldman Sachs	Finance	Determine the root cause and effect of job processing failures, in real-time.

Source: SMARTS

Spanlink Communications

Product Partner

Remedy Partner since: 1998

Product Name: FastCall

Product Category: CTI/ACD/IVR

Contact Information

Steve Bostwick VP Sales

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Company Background

Spanlink Communications, Inc. develops integrated Computer Telephony (CT) and Interactive Voice Response (IVR) solutions that optimize customer satisfaction and call center efficiencies for mid to large-sized call centers. To provide you with a complete call center solution, Spanlink designs easy-to-install, streamlined CT and IVR solutions, while offering you new, innovative custom solutions that grow with your company.

Product Positioning

Product Summary

FastCall Enterprise, an integrated CTI and IVR solution, stores and retrieves up to 256 fields of information, which callers enter into the IVR system while in queue. It delivers this information to the agent's desktop with the call, which increases agent productivity and reduces talk times.

FastCall Agent, the standard in screen pop, displays caller information on the agent's desktop in summary form or uses it to populate a Windows-based application screen.

FastCall Router, enables call centers to handle and route calls based on the callers unique profile.

All products offer features and the functionality similar to high-end CTI products while providing the easiest solutions to install, use, and justify financially.

Potential Customers

Clients in need of automatic call routing with an integrated screen pop solution that brings caller-entered information from the IVR system to the agent's desktop.

Vertical Markets

FastCall serves the following vertical markets:

- Utilities
- Information
- Health Care and Social Assistance
- Manufacturing

Spanlink's Integration Summary

FastCall Agent resides between the telephone system and computer applications. This approach allows the agent to enable these applications with inbound and outbound CTI capabilities without computer code changes within the application itself. This provides tremendous flexibility for companies with multiple departments that can benefit from CTI capabilities, particularly when each department has a different application.

Consulting Skills

Spanlink provides a total call center solution, including custom projects and professional and support services.

Strategic Positioning

Special Strengths

Spanlink considers that the following points differentiate them in the Remedy market:

- Their CTI solution is not a 'science project." It is easy to install, use, and justify financially.
- Their solutions eliminate many of the frustrations that callers have when interacting with automated systems.
- Cradle-to-grave call information tracking saves agent time and reduces expenses and customer irritations.

Sterling Software

Product Partner

Remedy Partner since: 1997

Product Name: SOLVE: Diplomat

Product Category: Application Integration

Contact Information

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Company Background

Sterling Software is a leading provider of software and services for the application development, information management, systems management, and Federal systems markets. The company is ranked among Business Week's 1998 'Info Tech 100" as one of the world's best-performing information technology companies. Headquartered in Dallas, Texas, Sterling Software has a worldwide installed base of more than 20,000 customer sites and 3,600 employees in 90 offices worldwide.

Sterling has more than 20 joint customers with Remedy.

Product Positioning

Product Summary

SOLVE:Diplomat synchronizes customer interaction applications and help desk tools – without the pain of consolidation or expensive migration projects. SOLVE:Diplomat enables applications to exchange common data across multiple systems, platforms and technologies ensuring information accuracy.

Potential Customers

Companies who need to integrate problem, change or asset data from new or existing applications to the AR System.

Vertical Markets

SOLVE: Diplomat serves the following vertical markets:

- Finance and Insurance
- Professional, Scientific and Technical Services
- Retail Trade
- Manufacturing

Integration Summary

SOLVE:Diplomat resides on a source application server like AR System. Interacting with the servers API, SOLVE:Diplomat extracts selected information and transforms the data into a proprietary format. The data transaction is sent across a TCP/IP or LU6.2 network to a receiving SOLVE:Diplomat application. Once received, the data is transformed into the data format of the targeted applications'server. Data is sent in the same way if it is to be sent to the AR System's server.

Strategic Positioning

Special Strengths

Sterling considers that the following points differentiate SOLVE:Diplomat in the Remedy market:

- Bi-directional create, update, retrieve and inquiry between AR System and other applications
- Simple data-mapping between AR System data fields and other applications
- User ID and password authentication between AR System and other applications

- Guaranteed delivery of data between AR System and other applications
- Event-driven or polling of updates between AR System and other applications

Exhibit 1
Selected Customer Projects and References

Customer	. Industry	Project Details
CedacriNord	Service Provider	This integration required a connection with the Lotus Notes server and AR System Server. Employees at remote locations use Lotus Notes to create a problem ticket for escalation to a central help desk. SOLVE:Diplomat provides a seamless integration between the two servers so that each end user can communicate problems in their application of choice. The communication is bi-directional and maps the data to each servers format.
Motorola	Manufacturing	This integration project involved two separate companies that required seamless problem integration and notification for a joint global project. One company is using AR System and Motorola wanted to participate in the project but was using another problem management software.
First Union	Finance	Integration between Tivolis Info/Management (Info/Man) for the mainframe and Remedy AR System for client/server environment. Info/Man automatically generates problem tickets for seamless problem management and information sharing.
Merrill Lynch	Banking	Integration was required between Tivolis Info/Management, mainframe application, and AR System. Connectivity was required between level one support using the AR System and level 2 support using Info/Management.

Source: Sterling Software

Tally Systems Corp.

Product Partner

Remedy Partner since:

1996

Product Name:

NetCensus™

Product Category:

Asset /Inventory Management

Contact Information:

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Other offices are located in Albuquerque, NM; Waltham, MA; London, Paris and Munich.

Company Background

Founded in 1990, Tally Systems Corp. is the world's leading supplier of full-featured asset management and messaging management products. They provide packaged software and services to improve the management of end-user system resources.

Tally Systems' desktop asset management products are currently licensed on over 7,000,000 PCs at more than 10,500 sites worldwide. Messaging management products are currently monitoring messaging systems at more than 3,000 sites worldwide.

Tally Systems has several joint customers with Remedy.

Product Positioning

Product Summary

NetCensus, offering unparalleled inventory for PC enterprises, is the most accurate automatic hardware and software inventory product available today. The first product of its kind to be introduced to the desktop asset management industry, NetCensus has since defined inventory service standards in the worldwide marketplace.

NetCensus hardware recognition includes brand name PCs, add-on drives, communications cards, processors, hard disk configuration, memory utilization, peripherals and more. Software recognition includes manufacturer, name, version, serial numbers, foreign language editions, application path and installation status.

Potential Customers

IT managers and staff, business decision-makers and anyone else who needs to view or report information on a PC users hardware/software configuration.

Vertical Markets

NetCensus is of tremendous value to all types of companies, organizations and industry segments that have multiple PCs to manage, whether they are in one location or distributed geographically.

Integration Summary

Remedy provides the Discovery Service for this integration, and can be purchased from Remedy at an additional cost. The Remedy Discover Service is a powerful integration engine that automatically extracts asset data from Tally Systems' NetCensus and populates the AR System.

- Provides for easy mapping between NetCensus and AR System using a graphical interface
- No programming or SQL statements are required
- Takes care of matching keys, cross referencing and determining whether a record needs to be updated
- Runs on NT Server
- Has the adaptability and scalability of any Remedy application
- Can be configured for initial bulk data transfers, interim data additions and one-way data synching
- Determines which data has changed and only transfers modified data
- Data transfers can be scheduled to be performed as often as required by the needs of the business

Complimentary Tally Products

CentaMeter®, Cenergy®, PC2000™, Centennial 2000®-NetCensus Edition and Software Compliance Reports, Veranda® Enterprise Messaging Reporter, MailCheck®, ModemCheck®, IP.Check, Incentra™

Strategic Positioning

Special Strengths

Tally Systems considers that the following points differentiate them in the Remedy market.

 "For most organizations that have asset repositories or help desk, the first thing they have to check off and the first thing they're always asked is, Do you interface with Tally Systems NetCensus inventory data?' Gartner

- Tally Systems'patented NetCensus recognition technology is the most accurate in the industry
- NetCensus is part of Cenergy®, CentaMeter®, and WinINSTALL®.
- The NetCensus Enterprise PlusPack is a collection of utilities that enhance the collection and management of inventory data across a wide area network (WAN).
- Tally Systems has unmatched technical support.

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Customer name not provided	Government Agency	Performed an enterprise-wide inventory using NetCensus. Data was gathered and reports providing Y2K information specific to the inventory items identified by NetCensus were generated. Showed what was needed to make the agency Y2K compliant.
Customer name not provided	IT department	Using NetCensus, the client was able to determine which systems were already running Windows 95 and which needed to have it installed. NetCensus also revealed which machines would need to be upgraded to run the new system.
Customer name not provided	Financial Company	This client implemented NetCensus to do regular inventories of their network. NetCensus is integrated to the PC inventory data so that when a user calls in with a computer problem, the help desk knows the callers software and hardware profile. This drastically reduces the amount of time spent to resolve a call.
Customer name not provided		Used NetCensus to identify hidden assets and save money by eliminating the purchase of replacement parts when spares were available in-house.

Source: Tally Systems Corp.

Tangram Enterprise Solutions, Inc.

Product Partner

Remedy Partner since:

1998

Product Hame:

Asset Insight®

Product Category:

Asset/Inv. Management

Contact Information

Richard Bloom Manager of Sales Development

11000 Regency Parkway, Suite 401 Cary, NC 27511-8504 Tel: (919) 653-6000 Fax: (919) 653-6004 rbloom@tangram.com www.tangram.com

Company Background

For 15 years, Tangram Enterprise Solutions, Inc. has been developing enterprise-wide business solutions for Fortune 1000 companies. To date, Tangram's asset tracking and electronic software distribution solutions have been installed in more than a million workstations and servers throughout the world.

Tangram recognizes that organizations need much more than just asset data to manage their distributed enterprises. They need historical asset information to help them make business decisions that leverage client/server investments and improve corporate productivity. As a result, Tangram developed Asset Insight, which provides historical asset information, rather than raw asset data. With this information, organizations can make important business decisions that minimize their Y2K risks, reduce the total cost of asset ownership, improve help desk support, reduce suspicious activity, minimize inappropriate Internet usage, and improve software license management— to name just a few

Tangram is a partnership company of Safeguard Scientifics, Inc. (NYSE:SFE), headquartered in Wayne,

PA, Safeguard Scientifics is a unique partnership of entrepreneurial companies focused on information technology markets.

Product Positioning

Product Summary

Asset Insight is an asset tracking solution that provides an electronic image of assets throughout the enterprise, including hardware, software, operating systems, configuration files, and infrastructure devices, such as bridges, routers, and hubs.

On a scheduled or ad hoc basis, Asset Insight automatically takes *snapshots* of assets and stores the discovered information in a central Oracle database. The information is regularly updated without any enduser intervention. During the updates, Asset Insight automatically appends the central database to include any *changed* asset data. As a result, users will have a complete history of the enterprise, reflecting its components and configuration at any point in time.

Once the information is in the central, open repository, users can generate an unlimited number of ad hoc reports, queries, and audits, as well as several analyses, that facilitate business decisions. This information is important to the life-cycle management of a company's assets— from purchasing, moves adds, and changes, to retirement.

Potential Customers

Asset Insight is an enterprise-wide solution, designed to meet the asset tracking needs of large, heterogeneous enterprises. An ideal Asset Insight customer has more than 3,000 desktops in their enterprise.

The Asset Insight Ambassador to the AR System is designed for current (or potential) Remedy customers who want to enhance the system's capabilities with the automatic and historical asset tracking information discovered by Asset Insight.

Vertical Markets

Asset Insight serves all major markets, including:

- Finance and Insurance
- Telecommunications
- Utilities
- Public Administration

Manufacturing is another market that Asset serves.

Integration Summary

From the AR System interface, users can now immediately view Asset Insight's historical desktop information, such as user location, processor speed, memory, and so on. Additionally, the gateway provides instant access to Asset Insight's Desktop Guru, which graphically displays changes that have been made to the desktop, including hardware, software, and system file changes..

The gateway consists of a set of fields, controls, and active links that are added to the existing fields of the Remedy AR System interface, providing direct communication between the AR System and Asset Insight. Like other Remedy applications, all Asset Insight fields, controls, and links can be custom-designed and implemented to best fit the needs of the organization. For example, users can retrieve specific data stored in the Asset Insight repository or activate Asset Insight's unique data viewing components, such as the Desktop Guru.

The Asset Insight Ambassador to the AR System provides help desk staff with direct access to the reliable asset information discovered by Asset Insight, allowing the staff to diagnose problems faster, minimize end-user downtime, and maximize enterprise productivity.

Consulting Skills

First Line Support Staff	Yes
Installation and Customization	Yes

Strategic Positioning

Special Strengths

Tangram considers that the following points differentiate them in the Remedy market:

- Historical asset tracking
- Scaleable design ensures unlimited enterprise-wide support
- Flexible asset viewing
- Open architecture
- Intelligent analyses

TEK-TOOLS, Inc.

Product Partner

Remedy Partner since:

1998

Product Name:

jTicket

Product Category:

AR Utilities

Contact Information

Michele Luong Marketing Manager

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www.tek-tools.com

Company Background

Founded in 1993, TEK-TOOLS'mission is to provide our customers with powerful and effective software products to increase their productivity. At the heart of our focus is the customer - we cater to the expanding needs of our customers by incorporating their needs into our powerful solutions. We started with our first product, WinText, as a much-needed solution for major newspapers that wanted ATEX access from a PC environment. Soon after gaining prominence in the newspaper industry, we expanded our vision to include the growing Java market. Our line of Java products -KAWA, ¡Ticket, ¡Forge – continue to keep the basic structure of easy-to-use, but rich in features to solve our clients'needs. Due to the dynamic growth in our industry, we are ever expanding and enhancing our products and vision to keep up with our customers ever changing needs.

TEK-TOOLS has 19 joint customers with Remedy.

Product Positioning

Product Summary

jTicket is a Java applet that enables AR System users to submit, query and modify their tickets from any Java-enabled browser while retaining the views, active links, macros, and dynamic menus they have grown accustomed to. jTicket is easy to install and configure. jTicket reads the users existing form definitions and automatically builds the views "on the fly" for presentation to the user in their browser.

Potential Customers

Any AR System user that wants the freedom to access the AR System via the Internet or Intranet.

Vertical Markets

¡Ticket serves the following vertical markets:

- Telecommunications
- Educational Services
- Professional, Scientific and Technical Services
- Manufacturing

Integration Summary

The jTicket installation generates an HTML file that the Web Administrator copies to the web server. The Administrator can then notify the user base of the URL, which they can bookmark in their browsers. When the user points their Java-enabled browser to this URL, jTicket uses their login ID plus password and analyzes the AR System User form for security access, then builds a jTicket view by reading the associated Remedy AR System form.

Strategic Positioning

Special Strengths

TEK-TOOLS considers that the following points differentiate them in the Remedy market:

- Java Knowledge
- AR System API Skills
- Internet Web Application Specialists
- Database Knowledge
- Java Integration Skills with other applications

Selected Customer Projects and References

Customer	Industry	Project Details
JC Penney	Retail	jTicket allows visually-impaired users to access the AR System.
MCI	Telecommunications	jTicket allows OS/2 browsers to fully interact with the AR System.
Duke University	Educational Services	jTicket offers broad access to the AR System from any browser-based platform or dial-in connection.
Nortel Networks	Internet Related	jTicket allows users and clients to tailor their particular views when accessing the AR System via the Internet.

Source: TEK-TOOLS

Telamon

Product Partner

Remedy Partner since:

1995

Product Name:

TelAlert

Product Category:

Notification

Contact Information

Sales Department

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Company Background

Founded in 1977, Telamon's success has come through an unswerving commitment to precision and reliability in their products and services. The proof of this commitment is demonstrated in the critical nature of the Global market niches where Telamon has been strong for years: Electronic Document Interchange (EDI), credit-card authorization services, Electronic Funds Transfer (EFT), Automated Teller Machine (ATM) links, and now system and network management platforms and help desk applications.

Telamon has over 200 joint customers with Remedy.

Product Positioning

Product Summary

TelAlert provides instant, flexible notifications and interactive response from two-way pagers and touchtone phones. This helps Remedy users to have their problems solved more quickly. TelAlert supports all major modem and Internet protocols for pager and GSM phones in the Americas, Europe and Asia. TelAlert can optionally perform text-to-speech conversion of Remedy

messages and read these over the phone or into voice mail. TelAlert also sends messages to loud speakers and signboards to keep help desk staff informed, and can send e-mail for non-critical notifications.

Potential Customers

TelAlert benefits everyone in the problem management chain. Help desk staff know that notifications are instantly sent to the right people (individuals or groups). Support personnel receive complete error messages and can remotely edit Remedy trouble tickets using two-way pagers or cell phones. Help desk staff see the updates remote support staff make and can keep both users and management informed.

Integration Summary

The TelAlert integration receives commands directly from Remedy Help Desk via notification rules. Either Remedy or TelAlert can handle notification escalation. Responses to messages (from phones or two-way pagers) are used to cause or stop escalations, or to update the trouble ticket diary field.

Strategic Positioning

Special Strengths

Telamon considers that the following points differentiate them in the Remedy market:

- Broad UNIX and NT support
- Supports many destination types (pagers, phones, voice mail, e-mail, signboards, loud speakers, mechanical devices, and more)
- Rock solid product development and testing for a high level of stability
- A deep partnership with Remedy, working together on integration efforts
- Over twenty years in the business of designing software

Selected Customer Projects and References

Customer	Industry	Project Details
Motorola	Electronics, communications	
Lockheed Martin	Aerospace	
Hewlett Packard	Computers, electronics, medical electronics	

Source: Telamon

Texas Digital Systems, Inc.

Product Partner

Remedy Partner since:

1998

Product Name:

QuickCOM

Product Category:

Notification

Contact Information

Matt Wheat National Sales Manager

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Company Background

Since the early 1970s, Texas Digital Systems, Inc. (TDS) has focused on developing products to improve the efficiency of corporate data centers. Our efforts in the data center market were so well received that our customers urged us to expand into the help desk, call center, and command center environments.

Our expertise is in designing, manufacturing, marketing, installing, and servicing a full line of high performance visual communications products. The display systems developed by TDS consist of patented 11-color LED display hardware and associated application software designed to produce an efficient communications method

TDS strives to be a world class leader in the visual communications arena and declares to: Aim to be the dominant player in the LED visual communications market by developing superior products; Customize our products to be oriented towards our customers'needs.; Provide superb service and support by continually identifying and solving our customers'problems in a timely manner.

Texas Digital has 13 joint customers with Remedy.

Product Positioning

Product Summary

QuickCOM Enterprise is a visual information system that is used to communicate critical system information in help desk, computer operations, call center and end user environments. This powerful Windows NT-based system automatically traps messages from help desk packages, mainframes, network monitors, and ACD's and routes the information to a variety of visual output devices. QuickCOM supports communication to single and multi-line LED display units, VGA/TV monitors, pagers, and pop-up display windows on networked PC's. Through its ability to monitor multiple mainframe and LAN/WAN environments, QuickCOM provides a single focal point for critical information in the computer operations Command Center.

Potential Customers

QuickCOM was designed primarily as a Visual Message Alert System for help desks, call centers, command centers, and end users. QuickCOMs flexibility and versatility makes it an integral part of any information system.

Integration Summary

When QuickCOM is integrated with the AR System, the AR System gains the ability to alert users to events that occur in the AR System immediately by sending messages to displays attached to QuickCOM. For example, agents and managers in the help desk can instantly see the number and status of high priority tickets on a large LED display.

A program named QCAgent, provided by TDS, resides on the AR System server. The AR System is then programmed to execute QCAgent via a 'Run Process' whenever a desired event occurs. The QCAgent program will then send the desired message via TCP/IP to the QuickCOM system, which will then, in turn, send the alert message to any of its supported displays.

Strategic Positioning

Special Strengths

Texas Digital considers that the following points differentiate them in the Remedy market:

- QuickCOM reduces the problem solving time in the help desk cycle through automatic notification of events, fewer incoming calls, less interruption from users, and less frustration
- QuickCOM consolidates and communicates critical system status quickly and accurately
- Allows for multiple applications to run at the same time, while being displayed to a variety of display boards
- TDS manufactures both the hardware and software resulting in a highly knowledgeable support staff
- Superior customer service

Tioga Systems, Inc.

Product Partner

Remedy Partner since:

1998

Product Name:

Tioga Self-Healing™ System

Product Category:

Problem Resolution Aids

Contact Information

Ed Gory Business Development Manager

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Additional Offices:

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Company Background

Headquartered in Palo Alto, California and founded in 1997, Tioga has developed the first solution that enables enterprise IT help desks to dramatically reduce PC support costs, drive first call resolution and end the need for costly desktop visits. The company's Self-Healing System enables help desk personnel to automatically diagnose any software problem and remotely fix it. The solution is based on Tiogas breakthrough DNA Probe technology, which allows help desks to automatically diagnose and repair any application problem - whether that application is packaged, off the shelf or internally developed anytime, anywhere. The system can be rapidly deployed for immediate benefits - unlike alternative solutions, which require costly development and maintenance of diagnostic scripts and application descriptions.

Tioga has one joint customer with Remedy.

Product Positioning

Product Summary

The Tioga Self-Healing System protects desktops across the enterprise, enabling automatic, proactive application diagnosis and repair, and empowering end users through self-service to fix applications without help desk intervention. It provides help desk analysts with powerful, automatic, capabilities to remotely diagnose and repair the complex, constantly changing desktop. The Tioga Self-Healing System provides true call avoidance and first call resolution – increasing business application availability and dramatically reducing TCO of desktops and servers.

Tioga is built around a patent pending DNA Probe™ technology that automatically captures and monitors the working configuration of any software application or operating system component. Continuous monitoring enables IT managers to forgo guesswork through the ability to automatically identify an application's components and dependencies on an ongoing basis, diagnose problems when or before they occur, repair those problems quickly, and significantly lower total cost of ownership.

The integrated solution leverages the tracking and notification capabilities of the Remedy AR System and extends them with the ability to remotely diagnose and repair software problems. While the Remedy AR System generates and routes trouble tickets, the Tioga Self-Healing System remotely fixes software problems. With the integrated system, help desk analysts can open Tioga directly from the Remedy AR System, using asset information from the open trouble ticket to automatically find and fix the problem.

Potential Customers

Target customers are IT managers and CIOs that utilize help desk technology to support desktop and server Windows software.

Integration Summary

The integrated solution extends the tracking and notification capabilities of the Remedy AR System by leveraging Tiogas ability to remotely fix software problems. With the integrated system, help desk analysts can open Tioga directly from the Remedy AR System, using asset information from the open trouble ticket to automatically find and fix the problem.

Strategic Positioning

Special Strengths

Tioga considers that the following points differentiate them in the Remedy market:

- Problem Avoidance By proactively monitoring and protecting desktop software, Tioga can fix software before the user is even aware of a problem
- Call Avoidance With self-service capabilities, Tioga allows end users to fix software problems without support involvement

- First Call Resolution Through immediate remote problem diagnosis and repair, the help desk can fix software problems, literally while they'e on the phone taking an initial support call – achieving much lower support costs and higher end user service levels through true first call resolution
- Desktop Visit Elimination Because Tiogas advanced capabilities can all be utilized remotely, Tioga virtually eliminates desktop visits for software problems – one of the most expensive support items.
- Unlike traditional approaches of re-installation and re-imaging, Tiog& Self-Healing System automatically repairs any application, while preserving user customization and changes.

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details
Stanford University	Education	"I am looking to Tioga to significantly reduce the time spent by our support staff— at a cost of \$80 per hour— visiting end users' PCs. This will allow us to increase the number of PCs managed per support staff." Raman Khanna CIO Stanford University

Source: Tioga Systems, Inc.

Visionael Corporation

Product Partner

Remedy Partner since:

1997

Product Name:

Visionael Net

Product Category:

Net/Sys/Db Management

Contact Information

Michele Hoffman Program Manager – Product Partners

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49 Boulevard Inkermann Nueilly, 92200 France Tel: 011 33147456632

Company Background

Established in 1997, Visionael is the market leader and a pioneer in delivering intelligent network design and documentation system software, defining this segment of the business-oriented network management (BONM) software market. With its award winning, data-driven graphical software products and services, Visionael provides business management solutions to satisfied customers around the world, including Fortune 1000 enterprises such as financial institutions, telecommunications firms, government agencies, utilities, manufacturing companies, medical institutions, and universities.

Visionael has over 50 joint customers with Remedy.

Product Positioning

Product Summary

Effective management of modern enterprise networks requires an integrated suite of software tools. Network managers must be able to monitor network performance, quickly diagnose and resolve network problems and failures, and systematically plan for changes and upgrades to the existing network.

Visionael Net provides a complete solution integrating all network design and documentation functions from anywhere in your enterprise. Because Visionael Net is a client server application based on industry standard Oracle or Sybase RDBMS, the Visionael NetDB® is accessible across the enterprise. With Visionael Net's highly structured security system, more people in the organization can access the network documentation without the possibility of improper changes or lost data. Visionael Net's client server architecture, elegant interface, and structured back-end provide a complete management solution for large, distributed enterprise networks.

Vertical Markets

VISIONAEL Net serves the following vertical markets:

- Finance and Insurance
- Public Administration
- Telecommunications
- Utilities

Integration Summary

Visionael Net provides seamless bi-directional integration to Remedy's AR System. Users may launch the AR System to create trouble tickets that are pre-filled with accurate, timely information about the network installation; from the AR System, users may launch Visionael Net to immediately determine the physical location of a device and produce a detailed graphical view of the device with all of its network connections.

- Network operations can produce an automatically populated trouble ticket for a downed device
- Impact analysis reports can be attached to trouble ticket so those impacted can be notified
- Help desk personnel have direct visibility into physical network documentation to locate devices
- Help desk users have access to a shared network knowledge base

Strategic Positioning

Special Strengths

Visionael considers that the following points differentiate them in the Remedy market:

- An accurate, centralized network repository
- Instant problem resolution information
- Efficient, fast adds, moves & changes
- Quick network deployment
- Shared knowledge exchange throughout multiple organizations

Exhibit 1

Selected Customer Projects and References

Customer	Industry	Project Details	
DLJ	Financial	Visionael Net, by providing an up-to-date, centralized, common source of network knowledge put DLJ in control of their assets. It specifically simplified and reduced the effort related to moves, adds and changes.	
DISA	Government	Visionael tracks everything comprising the networkhardware, software, office equipment, spare parts, serial numbers, warranty, etc; thereby meeting their inventory/asset mgmt needs. To meet their configuration management needs, Visionael tracks how a network is physically connected, the state and parameters of network resources.	
AT&T	Telecommunications	AT&T Global Services deployment of Visionael is helping them to meet their goal of standardizing Visionael across all of AT&T. This will allow them to document and manage more than 4,000 network devices, 250,000 endpoints, and2,500 circuits.	
Florida Power & Light	Utilities	Visionael shall document their circuits and manage their vast number of assets. As a new customer, they are looking forward to the countless hours of productivity that they will save by deploying the product.	

Source: Visionael Corporation

Workflow Solutions Ltd.

Product Partner

Remedy Partner since:

1998

Product Name:

WAPITI

Product Category:

AR Utilities

Contact Information

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Level 2 448 St Kilda Rd Melbourne, Vic 3004, Australia Tel: 61 3+ 9867 7420

Fax: 61 3+ 9867 7420

Company Background

Workflow Solutions was established in 1993 to market and support Remedy's products in New Zealand.

Now Workflow directly supplies Remedy products, associated applications, and consulting and support services to over 60 organizations in New Zealand and Australia. Additionally, Workflow maintains partnering relationships with Systems Integrators and Outsource Service Providers and through them delivers second line support to 80 Australian organizations using Remedy-based solutions.

Workflow works extensively beyond the IT System

Management market, developing Remedy-based applications for management of a variety of enterprise infrastructure processes.

Workflows applications are installed in customer sites in New Zealand, Australia and the United States.

Workflow is a Remedy Channel Partner in New Zealand and Australia and is also a member of the Remedy Independent Software Vender (ISV) program with a focus on establishing US and European markets for Workflows application products.

Workflow has over 70 joint customers with Remedy.

Product Positioning

Product Summary

WAPITI is a set of pre-built Remedy API routines and an accompanying Remedy AR System application that facilitates their configuration and maintenance. WAPITI provides 7 API functions: create, update, delete, upload/merge and upload/create, archive, and achieve/delete which can be used from Active Link, Filter and Escalation Run Process actions and from any other application capable of initiating Command Line processes. WAPITI reduces the cost of developing Remedy applications, lowers software maintenance costs, and delivers more efficient AR System applications.

Potential Customers

The product is of benefit to all Remedy customers who need to maintain complex relationships, parent/child relationships, referential integrity, and want to integrate data from external sources.

Integration Summary

All processes, actions and parameters are constructed via the AR System GUI interface, with all parameter data stored in AR System forms for ease of maintenance, documentation and cross-reference. A single WAPITI process supports multiple actions simplifying AR System customization

Consulting Skills

Remedy Approved Consultants	2
First Line Support Staff	13

Strategic Positioning

Special Strengths

Workflow Solutions considers that the following points differentiate the company in the Remedy market:

- A single focus on Remedy products and services and a close alignment with Remedy's strategy and direction
- A Global perspective and experience of working outside the home market
- A vision for the adoption of the Remedy AR System platform as the vehicle to deliver enterprise infrastructure management processes
- Strong business skills and understanding of the enterprise solutions market
- Close technology partnership with Remedy characterized by full participation in Remedy Beta programs and early adoption of Remedy technologies
- Understanding and experience of partnering with larger organizations to successfully address enterprise opportunities
- A high level of skill and experience in the integration of Remedy applications with other systems and software
- Full fife cycle"customer support, electronically assisted and available globally.

I n d e x

Partners By Alphabet

A		D
AIE (URR)	3	Data Gate International, Inc. (VAR)
Alcatel (SI)		Data Systems West (URR)
Allegient Technology (URR)	5	Datanet (VRR)
Alpha Technologies, Inc. (URA)	6	Delphi Oy (URR)
Applicom (VAA)		Dr. Materna Gmbh (VAR)
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Avesta Technologies (PP).		Enhance Systems (URR)
-		Enterprise Engineering (UAR)
B		Entuition Inc. (URR)
8ig Apple Technologies (URR).	. 15	ESQ 8usiness Services, Inc. (SI)
8uenning + Partner (SI)		European Technology Consultants Limited (URR)
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Column Business Systems, Inc. (UAR)		FS Integrators, Inc. (SI)
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InteQ (VAA)	73	Omniscope (UAA)	95
InteQ Software, Inc. (PP)	246	Onix Hetworking Corp. (UAA)	97
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Kortrack Solutions, Inc. (ISV)	213	Primus (PP)	273
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Partners By Geography

Asia Pacific		NetMaster Tecnologias de Informacao (UAA)
Data Gate International, Inc. (URR)	35	EMEA - United Kingdom
Planwell Technology, Inc. (URR)		Eigen Solutions Ltd. (SI)
ST Computer Systems and Services, Ltd. (URR)		European Technology Consultants Limited (UAR)
Workflow Solutions Ltd. (UAR)		Fusion Business Solutions (VAR)
EMEN Control Europa		Logica plc (SI)
EMEA - Central Europe		Rebus Solutions Ltd (SI)
Rlcatel SEL AG(SI)		Tertio Ltd (VRR)
Buenning & Partner (S1)		Japan
ComConsult Kommunikationstechnik GmbH(VAR)		
DRTRHET (URR)		Melcom Service Co., Ltd. (SI)
Dr. Materna GMBH (URR)		Latin America
Fornax Co. Ltd. (URR)		
ICS Intelligent Communication Software (URR)		Connect SA (URR)
ISM GmbH (UAR)		CSC 8RRSIL Comercio e Servicos Ltd (URR)
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Strategic Alliances

Microsoft

Almost every organization in the world uses Microsoft products. Remedy delivers solutions supporting and integrating with a wide range of Microsoft products. Additionally, Remedy runs on Microsoft client and server applications.

Product Information

Microsoft Products
Microsoft Access Integration
Microsoft Excel Integration
Microsoft MS Mail Integration
Microsoft POP3 Server Integration

Microsoft SMS Integration Microsoft Word Integration

Case Studies

Evangelical Lutheran Church in America

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www.remedy.com/ppp/partners/pint49_info.htm www.remedy.com/ppp/partners/pint19_info.htm www.remedy.com/ppp/partners/pint66_info.htm www.remedy.com/ppp/partners/pint67_info.htm www.remedy.com/ppp/partners/pint36_info.htm www.remedy.com/ppp/partners/pint20_info.htm

www.remedy.com/success/elca.htm

Oracle

The goal of the Oracle/Remedy global partnership is to provide technically superior, highly adaptable solutions worldwide for the Enterprise solutions market. AR System supports Oracle8 for both Unix and NT. In addition, Oracle and Remedy technical organizations are working closely together on projects involving performance tuning, product integrations and technology transfer. Two examples of this relationship are the Remedy Link for Oracle Applications and an integration between Remedy and Oracles Enterprise Manager (OEM).

Product Information

Oracle Products
Remedy Link for Oracle Applications

www.oracle.com www.remedy.com/products/oraclink.htm

Case Studies

Remedy at Oracle

www.remedy.com/success/Oracle.htm

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Palm Computing, Inc. a 3Com company

Remedy Link for the Palm Computing Platform was the first native integration between a help desk solution and the Palm Computing platform. Remedy Link allows mobile workers to access all relevant data from Remedy AR SystemTM, Remedy Help DeskTM and Remedy Strategic Service SuiteTM applications that are synchronized with a Palm Computing device. This frees IT staff from the network, allows them to view information when and where required, and updates information on the spot. Remedy and Palm's strategic relationship focuses on developing and marketing mobile solutions for IT Service, Employee Workplace Automation and Customer Relationship Management for the enterprise.

Product Information

Palm Computing Platform www.palm.com
Remedy Link for Palm Computing Platform www.remedy.com/products/palm.htm

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Sun

Sun and Remedy are synonymous with Enterprise IT Service Management. Remedy/Sun Solutions accounted for a large percentage of Remedy mid tier to large enterprise solutions. These solutions support thousands of licensed users with mission critical applications in the telecommunications, financial and utilities markets. Since 1992 Sun has been a strategic Alliance partner with Remedy. Sun resells Remedy products through its consulting organization. Remedy is also premier member of Sun's Developer Connection Program. As a member, Remedy receives marketing and development assistance from Sun.

Product Information

Sun Products www.sun.com

Sun Soltice Domain Manager Integration www.remedy.com/ppp/partners/pint37_info.htm

Case Studies

Autodesk www.remedy.com/success/autodesk.htm
Baker Hughes INTEQ www.remedy.com/success/bakerh.htm
EDS and Xerox www.remedy.com/success/eds.htm
FTP Software www.remedy.com/success/ftp.htm
UK Employment Service www.remedy.com/success/uk.emp.htm

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Partners Not Profiled

Value Added Resellers (VARs)

Accugraph Corporation

Allegiant Technology

Apogee Communications

Askin Informatica S.A.

Commoare AG

Compta

Computer Horizons Corp.

Datalink SA

De Jongh Computing Systems

Delos SpA

Delteg Pte., Ltd.

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Enterprise Transformation Services, LLC

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GE Capital IT Solutions de Mexico

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Mansystems Nederland B.U.

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Softlab AG

Toshiba Information Systems (Japan) Corporation

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Bull Creek Data

Bull Information Systems Ltd.

C2S (Groupe Bouygues)

Carnegie Software Solutions

CompuNet Computer AG & Co. oHG

CSC PLDENZKE (Schweiz) AG

Data General Limited

Debis Systemhaus PCM Computer AG

ECsoft Danmark A/S

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Ernst & Young Technologies, Inc.

Hitachi Information Network Ltd

Matrix Computing Solutions Inc

Motorola, Inc.

NCA Corporation

Nokia Telecommunications Dy

Dmnes Limited

Plus Integration Business Solutions

Pretzel Logic Software Inc

PT Mitra Integrasi Informatika

Aeliant Tech Inc

SAIC Health Care Technology Sector

SYSteam Communication AB

TEKsystems, Inc.

Top Info

Wang Federal

Independent Software Vendors (ISVs)

Enterprise Network Applications, Inc. Hitachi Information Technology Co., Ltd.

Product Partners

Atio Corporation (Pty) Ltd.

Bull Information Systems

Cabletron Systems, Inc.

Cambio Networks, Inc.

CustomerCast

Decisive Technology

eGain Communications

Enlighten Software Solutions, Inc

Full Circle Software

Hewlett-Packard

INSoft

IQ Software Corporation

KnowledgeBroker Inc.

Linmor Information Systems Mgmt, Inc.

MicroFrame, Inc.

Product Partners (continued)

Network Consulting Group
Symantec Corporation
SYMON Communications, Inc
Teloquent Communications Corporation
Tivoli Systems Inc.
Uersatility, Inc.

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